



Montana Health Care Programs

CLAIM JUMPER

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In This Issue

Publications Reminder.....	1
Claims Paid by June 30 Get Higher Match Rate.....	1
Address Change Reminder	1
Fax Receipt Confirmation Process ...	1
Claim Processing Change for MHSP Adult Clients	1
HIPAA 5010 Deadline Closer Than You Think!	2
Spring 2011 Provider Training Materials	2
Nurse First Services and Usage.....	2
Recent Publications	3
Top 15 Claim Denial Reasons	4

Publications Reminder

It is the responsibility of all providers to be familiar with Medicaid manuals, fee schedules, notices for their provider type, and information published in the *Claim Jumper* and on the Medicaid [website](#).

Claims Paid by June 30 Get Higher Match Rate

Medicaid is requesting providers' assistance to maximize federal matching funds.

Medicaid will receive federal matching funds at a higher rate for Medicaid claims paid on or before June 30, 2011.

After June 30, 2011, Medicaid's federal matching rate will return to a lower rate. You can help secure the higher federal matching rate by submitting claims in time for processing by June 30, 2011.

Public Law 111-226 extended Section 5001 of the American Recovery and Reinvestment Act (ARRA), which provided additional federal funding for states in the form of a temporary increase in the funds the federal government contributes toward Medicaid programs.

The investment helped protect people whose eligibility for Medicaid might otherwise have been at risk if state budget shortfalls resulted in Medicaid cutbacks. Increased federal matching funds end June 30, 2011.

Please submit as many outstanding claims as possible so claims can be processed for payment on or before June 30, 2011.

Thank you for helping Medicaid maximize federal matching funds.

Submitted by Mary Noel, DPHHS

Address Change Reminder

When your office/facility has a change in address, please submit those changes to ACS immediately so your files can be updated promptly.

Updates to addresses include changes in your physical address and changes to your correspondence and/or remittance addresses.

Submitted by Chris Smith, DPHHS

Fax Receipt Confirmation Process

ACS recently implemented a process for notification of faxes received.

When you send a fax, you receive FaxBack notification that it was received, or that it was received but was incomplete.

It is important that your fax number appears on the fax cover sheet to allow ACS staff to create a FaxBack notice.

If a busy signal is received when sending the FaxBack notice, ACS makes 3 attempts to resend the notice in a 30-minute window.

If there is no answer when the FaxBack notification is made to the fax number provided, or if a voice line answers, only 1 attempt is made to resend the notification.

There are steps you can take to ensure you receive a FaxBack notice:

- Turn on caller ID to allow your fax number to print on the documents sent.
- Always use a cover sheet that contains your NPI/API and your fax number.
- Ensure the fax number on file with ACS is correct.

If you do not receive a FaxBack confirmation, contact Provider Relations at 1-800-624-3958.

Claim Processing Change for MHSP Adult Clients

Effective for dates of service April 1, 2011 and after, services billed by Mental Health Centers for MHSP adult clients (age 18 or older) for psychologists, social workers, licensed professional counselors, mental health centers and targeted case management – mental health providers must be submitted electronically as encounter claims.

If these services are billed as fee-for-service, the claims will be denied.

Services for MHSP youth (age 17 or under), MHCS (72-hour crisis stabilization clients), and Medicaid clients for all provider types should still be billed as fee-for-service for dates of service both before and after April 1, 2011.

The correct mental health addendum must be signed and on file with ACS for any claims for MHSP (adult or child) or MHCS clients to pay.

If you have any questions, contact Provider Relations.

HIPAA 5010 Deadline Closer Than You Think!

All electronic X12 transactions must be submitted in the HIPAA 5010-compliant format beginning January 1, 2012.

Contact your software vendor and/or clearinghouse to make sure they are prepared to meet the deadline so that your claims processing is not delayed. For WINASAP users, a 5010-compliant version will be available later this year.

Watch for more details about plans for Montana Health Care Programs to be ready to accept and return transactions in the 5010 format and for other information related to 5010 to be posted in this newsletter and on the website soon.

Spring 2011 Provider Training Materials

Materials from the provider training sessions that have taken place have been posted on the provider website.

Each Friday, training materials for the upcoming week's sessions are posted on both the [Training](#) and [Upcoming Events](#) pages.

Visit the website to register for training sessions and view the materials for current trainings.

Watch future issues of the *Claim Jumper* for a recap of the Spring 2011 Provider Training.

Nurse First Services and Usage

All Montana Medicaid, Healthy Montana Kids, and Healthy Montana Kids *Plus* patients are eligible for the Nurse First advice line. They can call 1-800-330-7847 at any time to speak with a registered nurse. It's free and confidential. During January and February, callers' most frequent questions were pediatric.

Nurse First also offers patients a free Healthwise® website: Patients may go to <http://www.dphhs.mt.gov/programsservices/medicaid.shtml> and click on *Montana Health and Wellness Information*. *Irritable Bowel Syndrome* and *ADHD* were the most sought-after information topics during January and February.

Submitted by Michael Huntly, DPHHS

Nurse First Calls			
The top five Nurse First call topics are in the table below:			
February 2011 (679 total calls)		January 2011 (721 total calls)	
Number of Calls	Type of Call	Number of Calls	Type of Call
23	Pediatric cough	18	Pediatric vomiting
21	Pediatric colds	16	Pediatric colds
20	Pediatric general information	14	Pediatric general information
13	Pediatric headache	11	Pediatric poisoning Pediatric head trauma
13	Pediatric fever	11	Chest pain Adult general information

Visits to Healthwise® Website			
The top five topics visitors were interested in are in the table below:			
February 2011 (80 website visits)		January 2011 (119 website visits)	
Number of Visits	Topic of Interest	Number of Visits	Topic of Interest
19	ADHD	16	Irritable bowel syndrome
9	Gallstones	14	Glycohemoglobin
6	Diarrhea	12	Sjogren's syndrome
5	Using a metered dose inhaler with spacers	12	Grief and grieving
5	Slit lamp examination	12	Huntington's disease

Recent Publications

The following are brief summaries of recently published Medicaid information and updates. For details and further instructions, download the complete document from the Provider Information [website](#). Select *Resources by Provider Type* for a list of resources specific to your provider type. If you cannot access the information, contact Provider Relations at 1-800-624-3958 or (406) 442-1837 in Helena.

Recent Publications Available on Website		
Date	Provider Type	Description
Notices and Replacement Pages		
02/25/2011	Mental Health Center, Mid-Level Practitioner, Pharmacy, Physician, and Psychiatrist	Prior Authorization for Abstral®
03/03/2011	Nursing Facility and Swing Bed http://medicaidprovider.hhs.mt.gov/pdf/nursingfacility.pdf	Provider Manual/Replacement Pages (entire)
03/23/2011	Physician, Mid-Level Practitioner, ASC, Outpatient Hospital, Dialysis Clinic, FQHC, and RHC	Changes to Procedure Code Indicators
03/29/2011	Psychiatric Residential Treatment Facility (PRTF) and Therapeutic Group Home (TGH)	Interstate Compact on the Placement of Children Required
Fee Schedules		
02/18/2011	Elderly and Physically-Disabled Home- and Community-Based Services Waiver	Fee Schedule
03/04/2011	Dental	Fee Schedule
03/04/2011	Dentist, Denturist	Fee Schedule (revised)
03/11/2011	Hospital Outpatient	APC and Outpatient Procedure Fee Schedules
04/01/2011	School-Based Services	Fee Schedule
Other Resources		
02/07/2011	Pharmacy	SMAC Update
02/16/2011	All Providers	HIPAA 5010 Deadline (announcement)
02/18/2011	All Providers	March 2011 <i>Claim Jumper</i> (revised Provider Training article posted 02/25/2011)
02/25/2011	All Providers	NDC J Code Crosswalk 4Q 2010 (most commonly-used NDCs)
02/25/2011	ASC, Dialysis Clinic, Hospital Outpatient, IDTF, Pharmacy, Physician, Podiatrist, and Public Health Clinic	Rebateable Drug Manufacturers 4Q 2010
02/25/2011	Pharmacy	Preferred Manufacturers List
02/28/2011	Pharmacy	Preferred Drug List
02/28/2011	Pharmacy	Preferred Drug List
03/14/2011	Pharmacy	Preferred Drug List
03/25/2011	Pharmacy	Announcement: Proposed meeting dates for DUR/PDL annual meetings
03/28/2011	Pharmacy	Announcement: Proposed meeting dates for DUR/PDL annual meetings (revised)
03/03/2011	All Providers	Provider Training WebEx Links
03/03/2011	All Providers	Provider Training WebEx Tutorial Video
03/21/2011	All Providers	April 2011 <i>Claim Jumper</i>

Top 15 Claim Denial Reasons		
Exception	March Ranking	February Ranking
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
DRUG CONTROL CODE = 2 (DENY)	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
REFILL TOO SOON.	5	6
PARTIAL DENTURES	6	7
PA MISSING OR INVALID	7	5
PASSPORT PROVIDER NO. MISSING	8	8
INELIGIBLE CATEGORY SERVICE	9*	516*
CLAIM INDICATES TPL	10	9
RECIPIENT COVERED BY PART B	11	10
MISSING/INVALID INFORMATION	12	13
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	13	12
NDC MISSING OR INVALID	14	17
SLMB OR QU-1 ELIGIBILITY ONLY	15	11

* A provider requested and received a new Passport number; however, the HIPC fees were still pointing to the terminated Passport number. The issue has been resolved.

Key Contacts

Provider Information website: <http://medicaidprovider.hhs.mt.gov>

ACS EDI Gateway website: <http://www.acs-gcro.com>

ACS EDI Help Desk (800) 624-3958

Provider Relations

(800) 624-3958 (In- and out-of-state)

(406) 442-1837 (Helena)

(406) 442-4402 Fax

E-mail: MTPRHelpdesk@ACS-inc.com

TPL (800) 624-3958 (In- and out-of-state)

(406) 443-1365 (Helena)

(406) 442-0357 Fax

Direct Deposit Arrangements (406) 444-5283

Verify Client Eligibility

FaxBack (800) 714-0075

Automated Voice Response System (AVRS) (800) 714-0060

Point-of-Sale Help Desk for Pharmacy Claims (800) 365-4944

Passport (800) 362-8312

Prior Authorization

Mountain-Pacific Quality Health (800) 262-1545

Mountain-Pacific Quality Health–DMEPOS/Medical

(406) 457-5887 local, (877) 443-4021, Ext. 5887 long-distance

Magellan Medicaid Administration (previously dba First Health Services)

(800) 770-3084

Transportation (800) 292-7114

Prescriptions (800) 395-7961

Provider Relations
P.O. Box 4936
Helena, MT 59604

Claims Processing
P.O. Box 8000
Helena, MT 59604

Third Party Liability
P.O. Box 5838
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