



Montana Healthcare Programs CLAIM JUMPER

Volume XXX, Issue 5, May 2015

In This Issue

Publications Reminder	1
Attention Providers!	1
Free Webinars in 2015	1
Spring 2015 Provider Trainings	1
NurseWise Nurses Share Facts about the Health Benefits of Vitamin D	2
Spring 2015 Provider Training Agenda	2
Publications Available on the Website	3
Top 15 Claim Denial Reasons	4
Key Contacts	4

Publications Reminder

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

Attention Providers!

In an effort to assist providers in the final transition to electronic funds transfer (EFT), claims payment has been set to suspend for providers who still receive some payment via paper.

As providers call Xerox to determine the status of their payments, Provider Relations assist them by outlining what is needed to set up electronic payments (direct deposit).

Providers may wish to verify whether payments have been suspended and work with Provider Relations to enroll in EFT now.

Nurse First

Vitamin D is a ray of sunshine!
See [page 2](#) for details!

Free Webinars in 2015

DPHHS and Xerox will present WebEx sessions on a variety of topics in 2015. Below is information on webinars to be presented in April.

See the [Training](#) page for more information and to register for the WebEx presentations.

April 21, 2015, at 10 a.m.

Medicaid Administrative Claiming (MAC) for Schools

Presented by Rena Steyaert, Program Officer, School-Based Services

This training applies to the Program Coordinator and the Financial Officer in a school or cooperative. The MAC program allows school districts and cooperatives to be reimbursed for some of the costs associated with administration of school-based health services as well as outreach activities which are not claimable under the Medicaid Direct Services program.

April 22, 2015, at 10 a.m.

Optometric & Eyeglass Services

Presented by Rena Steyaert, Program Officer, Optometric and Eyeglass Services, and Gail Moloney, Program Officer, Healthy Montana Kids

This training applies to both Medicaid and Healthy Montana Kids (HMK) providers. Information related to member benefits for each program and benefits of Basic Medicaid members will be discussed. General claim filing information and details on submitting claims for specific Optometric services will also be discussed. Services that need prior authorization and the differences between HMK and Medicaid services will also be identified.

Submitted by Rena Steyaert and Gail Moloney, DPHHS

Spring 2015 Provider Trainings

Trainings are scheduled in Helena on May 6, at the Red Lion Inn; Great Falls on May 13, at the Hampton Inn; and Kalispell on May 20, at the Hilton Garden Inn.

See the [Training](#) page for hotel information and to register. The agenda is on [page 2](#) of this newsletter and is also posted on the website.

One-on-one 15-minute sessions with a Xerox Field Rep are available on the day of the training. Times will be assigned on a first-come, first-served basis during two time-frames: 10:45 a.m. to noon and 3 p.m. to 4 p.m.

Please send your e-mail request to MTPRHelpdesk@xerox.com to reserve your time slot, and indicate the city in which you will attend the training.

NurseWise Nurses Share Facts about the Health Benefits of Vitamin D

According to the Centers for Disease Control (CDC), under conditions of regular sun exposure, dietary vitamin D intake is of minor importance. To help you get through the winter months when the sun isn't shining its brightest, NurseWise, a national multilingual nurse triage and health education provider, has compiled information to expand your knowledge about vitamin D, its miraculous health benefits, and how to safely get enough for your body.



“During the summer months, it’s easy to get sufficient exposure to direct sunlight, which intensifies the presence of vitamin D in the body,” said Kim Tuck, RN, Chief Executive Officer of NurseWise. “On the contrary, during winter months it can be difficult to get sufficient exposure to sunlight. But don’t worry because there are things you can do to compensate for the lack of sunshine. NurseWise is pleased to share a few tips to improve your vitamin D levels and overall health.”

Vitamin D is often referred to as the sunshine vitamin because of its beneficial reaction to sunlight. When the vitamin D in your body is exposed to direct sunlight, it becomes activated. The activated vitamin D then produces a hormone that aids in the absorption of calcium.

Here are NurseWise’s tips for optimal vitamin D health:

- **Detect a deficiency.** Bone pain and weakness can be a sign of vitamin D deficiency. There also are studies linking vitamin D deficiency to fatigue, excessive weight gain and depression. If you notice achy or weak bones or are feeling abnormally sluggish, be certain to talk to a trusted medical provider about your concerns.
- **Request a test.** Ask your Primary Care Provider (PCP) to evaluate your vitamin D levels to see if you’re vitamin D deficient. The blood test you need to ask for is called a 25(OH) D blood test. Not every doctor performs the test without being asked, but they’re becoming increasingly popular as Western medicine better understands the impact vitamin levels and deficiencies have on general wellbeing.
- **Face the sun.** Make it a point to get at least 10 minutes of sunlight exposure every day. Go for a walk or just take a quick step outside during peak sunlight hours. Doing so will give your natural vitamin D mechanisms the boost they need to activate your body’s bioactive vitamin D.
- **Enhance through supplement.** The Vitamin D Council recommends taking a vitamin D supplement to improve your body’s vitamin D supply. Vitamin D3 is the most highly-recommended vitamin D supplement to address vitamin deficiency.
- **Boost your nutrition.** Yogurt, fish, fish oils, eggs and cheese are a few foods that contain trace amounts of vitamin D. Although most health associations classify food intake as a lesser source of vitamin D, coupling regular intake of these foods with supplements and direct exposure to sunlight can help you achieve ideal vitamin levels for your body.

Submitted by Connie Olson, DPHHS

Spring 2015 Provider Training Agenda

8:00 – 8:30 a.m.	Registration
8:30 – 9:15 a.m.	Welcome Olivia Roussan, Provider Relations Manager Provider 101
9:15 – 10:20 a.m.	Managed Care: Passport, Health Improvement Program, Team Care, Nurse First (DPHHS)
10:20 – 10:40 a.m.	<i>Break</i>
10:40 – 11:25 a.m.	OPA
11:25 a.m. – 12:00 p.m.	Eligibility
12:00 – 1:00 p.m.	<i>Lunch (on your own)</i>
1:00 – 1:40 p.m.	ICD-10
1:40 – 2:40 p.m.	SURS
2:40 – 3:00 p.m.	<i>Break</i>
3:00 – 3:30 p.m.	Fiscal
3:30 – 4:00 p.m.	Children’s Mental Health (CMHB)
4:00 – 5:00 p.m.	Provider 102

Publications Available on the Website

Below is a list of recently published Medicaid information and updates. 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.

Date	Provider Type	Description
Provider Notices, Manuals, and Replacement Pages		
03.02.2015	Home Infusion Therapy	Home Infusion Therapy Manual
03.11.2015	Hospital Inpatient, Hospital Outpatient, and Physicians	Criteria for Breast Reconstructions Criteria for Prophylactic Mastectomy
03.25.2015	Physician and Mid-Level	EFT and Passport Providers
03.11.2015	Mid-Level, Pharmacy, Physician, and Psychiatrist	Initial Prescription Fill Requirements for Attention Deficit Hyperactive Disorder Stimulant Drugs
03.25.2015	Pharmacy	Prescription Drug Services Manual
Fee Schedules		
03.10.2015	DME	DME Fee Schedule, January 1, 2015 (Revised)
Other Resources		
03.05.2015	Pharmacy	Montana Preferred Drug List
03.05.2015	Pharmacy	Harvoni Prior Authorization Form (Revised)
02.10.2015 02.13.2015 02.25.2015	Pharmacy DUR	DUR Meeting Agenda, February 18, 2015 (Revised) DUR Meeting Minutes, January 28, 2015 DUR Meeting Agenda, March 25, 2015
03.26.2015 03.06.2015	Pharmacy	Montana SMAC Update, March 26, 2015 Montana SMAC Update, March 6, 2015
03.27.2015 03.11.2015	Pharmacy DUR	DUR Meeting Agenda, April 29, 2015 DUR Meeting Minutes, January 28, 2015 (Revised) DUR Meeting Minutes, February 18, 2015 DUR Meeting Agenda, March 25, (Revised)
02.18.2015	Presumptive Eligibility	Income Calculation Tool)
03.20.2015	Schools	<ul style="list-style-type: none"> • MAC Training Coordination and Financial Officers • MAC Agreement of Understanding • Mac Coordinators' Guide • MAC Financial Data Guide • MAC Time Study Guide • MAC Time Study Participant Training • Participant Training Quiz • Participant Training Quiz Answers • MAC Activity Code Reference Guide and Definitions
04.03.2015	Hospital Outpatient, Podiatrist, ACS, Family Planning, Pharmacy, Ambulance, Physician, Lab/Imaging, Social Worker, Mid-Level, Freestanding Dialysis, Home Health, Psychiatrist, and IDTF	Rebateable Labelers, April 2, 2015

Top 15 Claim Denial Reasons		
Exception	March Ranking	February Ranking
RECIPIENT NOT ELIGIBLE DOS	1	2
EXACT DUPLICATE	2	1
RATE TIMES DAYS NOT = CHARGE	3	4
DRUG CONTROL CODE = 2 (DENY)	4	5
PA MISSING OR INVALID	5	3
REFILL TOO SOON PDCS	6	6
REFILL TOO SOON	7	7
PASSPORT PROVIDER NO. MISSING	8	8
CLAIM INDICATES TPL	9	15
RECIPIENT COVERED BY PART B	10	9
DEPRIVATION CODE RESTRICTED	11	11
REV CODE INVALID FOR PROV TYPE	12	14
NDC MISSING OR INVALID	13	33
SLMB OR QI-1 ELIGIBILITY ONLY	14	12
PROC. FACT. CODE=4 (NOT ALLOW)	15	19

Key Contacts

Montana Healthcare Programs
 Provider Information
<http://medicaidprovider.mt.gov/>
Xerox EDI Solutions
<http://www.acs-gcro.com/gcro/>
Xerox EDI Support Unit
 1.800.987.6719

Provider Relations
 1.800.624.3958 In/Out of state
 406.442.1837 Helena
 406.442.4402 Fax
MTPRHelpdesk@xerox.com

Third Party Liability
 1.800.624.3958 In/Out of state
 406.443.1365 Helena
 406.442.0357 Fax

EFT and ERA
 Fax completed documentation to
 Provider Relations, 406.442.4402.

Verify Member Eligibility
 FaxBack 1.800.714.0075 or
 Voice Response 1.800.714.0060

POS Help Desk for Pharmacy Claims
 1.800.365.4944

Passport 1.800.362.8312

PERM Contact Information
HeatherSmith@mt.gov or 406.444.4171
 Visit <http://www.dphhs.mt.gov/qad/PC/PERMPC.aspx>

Prior Authorization
 MPQH 1.800.262.1545
 MPQH – DMEPOS/Medical
 406.457.5887 Local
 877.443.4021 X 5887 Long-Distance

Magellan Medicaid Administration
 (dba First Health) 1.800.770.3084
 Transportation 1.800.292.7114
 Prescriptions 1.800.395.7961

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

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

Third Party Liability
 P.O. Box 5838
 Helena, MT 59604