

Montana Health Care Programs

CLAIM JUMPER

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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 *Claim Jumper* issues and on the Medicaid website.

Passport and Foster Care

As of May 1, 2012, foster care children covered by Montana Medicaid will not be enrolled in the Passport to Health program. Passport is currently unable to track the movement of children to and among foster care families. In the future, Passport will work with the Child and Family Services Division to share information and reinstate the benefits of the Passport program to foster care children.

For now, foster care children will not have designated Passport providers to coordinate their care. Medicaid providers may provide care to Medicaid-eligible foster care children without being their Passport provider or seeking a Passport referral.

The Montana Access to Health (MATH) web portal will indicate foster care children do not have a Passport provider.

Be aware that foster care children often move between foster care and home environments and that Passport status could change.

Always check the MATH web portal to verify Medicaid eligibility and Passport enrollment.

If you have questions, contact John Hoffland at (406) 444-0991 or JHoffland@mt.gov.

Submitted by John Hoffland, DPHHS

Dispense As Written (DAW) = 9

Effective immediately, if a brand name drug is preferred while there is a generic available, a dispense as written (DAW) = 9 can be used to dispense the brand product and receive the brand pricing.

Refer to the [NCPDP Payer Sheet](#), Field 408-D8 for instruction on the DAW field.

This override only applies to preferred drugs. If the drug is preferred on the current PDL, you do not have to receive a brand medically necessary statement from the prescriber to use DAW = 9.

Effectuated drugs include:

- Accolate®
- Geodon®
- Adderall®
- XR Kadian®
- Arixtra®
- Lotrel®
- Concerta®
- Lovenox®
- Focalin®
- Sonata®
- Differin Cream®

If you have questions, contact Dave Campana at (406) 444-5951.

Submitted by Dave Campana, DPHHS

Provider Fair a Success!

Thanks to all providers who attended the Montana Health Care Programs 2012 Provider Fair in Helena May 15–16.

Your participation makes our events successful!

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-related.

Nurse First also offers patients a free Healthwise® website. Patients may go to www.dphhs.mt.gov/programsservices/medicaid.shtml, and click on *Montana Health and Wellness Information*. During January and February, the most sought-after information was regarding early disease detection and vision test.

Submitted by Michael Huntly, DPHHS

Nurse First Calls			
The top five Nurse First call topics are in the table below:			
February 2012 (713 total calls)		January 2012 (745 total calls)	
Calls	Type of Call	Calls	Type of Call
25	Pediatric colds	18	Pediatric cough
24	Pediatric cough	16	Adult chest pain
16	Adult medication questions	16	Pediatric colds
15	Pediatric information	13	Pediatric fever
12	Pediatric fever	13	Pediatric vomiting

Visits to Healthwise® Website			
The top five topics visitors were interested in are in the table below:			
February 2012 (88 website visits)		January 2012 (89 website visits)	
Visits	Topic of Interest	Visits	Topic of Interest
15	Smart decisions: know your options	10	Vision test
8	Crohn’s disease	9	Smart decisions: know your options
7	Ulcerative colitis	7	Ophthalmoscopy
6	Functional ovarian cysts	3	Slit lamp examination
4	Depression	3	Stroke

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 the Website		
Date	Provider Type	Description
Notices, Manuals, and Replacement Pages		
04.12.12	All Providers	Replacement Pages; <i>General Information for Providers, Medicaid Covered Services and Client Eligibility</i>
04.12.12	Home Infusion Therapy	Replacement Pages: <i>Home Infusion Therapy</i>
04.26.12	EPSDT Nutrition EPSDT Private Duty Nursing	Provider Manuals <i>Nutrition</i> <i>Private Duty Nursing</i>
04.27.12	Hospital Inpatient	Replacement Pages: <i>Hospital Inpatient Services, Covered Services</i>
04.27.12	Schools	Replacement Pages: <i>School-Based Services, Covered Services</i>
05.01.12	FQHC, IHS, Mid-Level Practitioner, Physician	Passport and Foster Care
05.01.12	All Providers	TPL Insurance Carriers by Carrier ID and Carrier Name
05.02.12	Pharmacy	Dispense as Written (DAW) = 9 NCPDP D.0 Payer Sheet (Update)
Other Resources		
04.06.12	Pharmacy	SMAC Update, April 6, 2012
04.06.12 04.12.12	Pharmacy	Montana PDL Update, April 6, 2012 Montana PDL Update, April 11, 2012
04.20.12	All Providers	May 2012 <i>Claim Jumper</i>
04.23.12	Pharmacy DUR	DUR Meeting Agenda, May 23, 2012

Top 15 Claim Denial Reasons

Exception	April Ranking	March Ranking
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	2
RATE TIMES DAY NOT = CHARGE	3	4
DRUG CONTROL CODE = 2 (DENY)	4	3
PASSPORT PROVIDER NO. MISSING	5	8
PA MISSING OR INVALID	6	6
PDCS REFILL TOO SOON	7	5
REFILL TOO SOON	8	7
MISSING/INVALID INFORMATION	9	9
RECIPIENT COVERED BY PART B	10	15
CLAIM INDICATES TPL	11	11
DEPRIVATION CODE RESTRICTED	12	35
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	13	12
SLMB OR QI-1 ELIGIBILITY ONLY	14	17
PROVIDER TYPE/PROCEDURE MISMATCH	15	36

Key Contacts

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

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

EDI Help Desk (800) 624-3958

Provider Relations

(800) 624-3958 (In/Out of state)

(406) 442-1837 (Helena)

(406) 442-4402 Fax

E-mail: MTPRHelpdesk@xerox.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

Integrated Voice Response (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
Helena, MT 59604

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