

# 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, provider notices for their provider type, and information published in *Claim Jumper* issues and on the Montana Medicaid [website](#).

## Nurse First

Your chance to meet Nurse First!  
See [page 2](#) for details!

## New! ICD-10 Webpage and Survey

ICD-10 is coming sooner than you think! Visit the new [ICD-10 page](#) and take a few minutes to complete the [ICD-10 Readiness Survey!](#)

*Submitted by Amber Sark and Jennifer Tucker,  
ICD-10 Co-Coordinators*

## Psychiatrist Service Reimbursement Change and Timely Billing Requirement

On June 20, 2013, the Secretary of State adopted Montana Administrative Register (MAR) 37-636 pertaining to revision of fee schedules for Medicaid provider rates. Fee schedule changes to Medicaid provider rates are effective July 1, 2013.

MAR 37-636 changes the rate variable given to psychiatrists who receive an enhanced Resource-Based Relative Value Scale (RBRVS) payment. The rate variable is not sensitive to the date of service of the submitted claim. In order to implement this change, the rate variable will not be changed until September 1, 2013. This delay in implementation will allow time for psychiatrists to submit their claims for services provided prior to July 1, 2013, and have them paid at the 2012 rate of reimbursement. On September 1, 2013, the rate variable will be changed and all claims processed after that (including adjustments) will be reimbursed at the 2013 rate.

Every effort should be made to bill for psychiatric services provided prior to July 1, 2013, before the September 1, 2013, change to prevent these claims from paying at the 2013 rate. Any claims processed between July 1, 2013 and September 1, 2013, for dates of service on or after July 1, 2013, will be paid at the 2012 rate and then adjusted to the 2013 percent rate when the rate variable is changed on September 1, 2013.

Claims with dates of service prior to July 1, 2013, submitted after September 1, 2013, will not be adjusted and reimbursed at the 2012 percent level. For more information, see the provider notice and fee schedule on the Provider Information website.

*Submitted by Jamie Stolte, DPHHS*

## EFT Users and Electronic Remittance Advices (RAs)

*This is an updated version of an article posted in previous issues.*

Per the Montana Operations Manual (MOM) Category 300 (330 Warrant Writer Unit Policies and Procedures XIV.E), effective July 1, 2013, providers who receive electronic funds transfer (EFT) payments must also receive electronic remittance advices, not paper. For Medicaid providers who currently have EFT and are receiving paper RAs, this change will be phased in over time.

The provider enrollment forms have been updated to reflect the policy change. Provider Relations will monitor enrollment forms for paper remittance advice requests, and will notify the affected providers.

## Medicaid and Sports Physicals

*This provider notice supersedes the provider notice date December 11, 2007, entitled Sports Physicals.*

Sports physicals are a Medicaid covered service. Sports physicals for Healthy Montana Kids (HMK) Plus members should be provided in an office or clinic setting and billed to Medicaid, not the member, regardless of any payment/coverage arrangement developed by a school district and medical provider. HMK Plus members must have the choice to have their sports physicals with their Medicaid Passport provider and to have it paid by Medicaid. From ARM 37.85.406(11)(f): A provider may not accept Medicaid payment for some covered services but refuse to accept Medicaid for other covered services.

Medicaid/HMK Plus members should visit their Passport to Health provider for sports physicals. Sports physicals provide an excellent opportunity for providers to perform comprehensive well-child checkups for Medicaid/HMK Plus members who may not have recently seen their providers. Montana Medicaid has adopted the Bright Futures/American Academy of Pediatrics Recommendations for Preventive Pediatric Practice as the guide for well-child check-ups. For more information, refer to the [periodicity schedule](#).

A sports physical is typically a non-problem-oriented encounter in which you evaluate and certify a patient's involvement in organized sports, such as high school football. If you perform a comprehensive history and physical examination, report the age-appropriate code from the preventive medicine series.

If you perform less than a comprehensive history and exam, report the appropriate level office or outpatient E&M visit code.

Typically, you would use diagnosis code V70.3 (general medical examination; other medical examination for administrative purposes), which includes general medical exams for sports competition, for a sports physical.

*Submitted by John Hoffland, DPHHS*

## Calling All Office Managers – We Want You to Meet Nurse First!!

Nurse First is using this venue to ask for your ideas as to the best way for us to provide education about Nurse First to your offices.

We want you to know that Nurse First not only benefits your Medicaid and Healthy Montana Kids (HMK) patients, but your practice as well.

If you are not familiar with Nurse First, it's the nurse advice line for Medicaid and HMK members. All calls are toll-free and confidential, and can be placed by a member 24/7/365.

The chart below outlines the triage dispositions completed by the registered nurses of Nurse First during the first quarter of 2013. The majority of calls (635) are directed back to the patient's provider. This shows Nurse First services benefit both the patient and your practice by referring patient care to the source that can best manage the presenting medical issue.



Triage Dispositions	Q1
1 Emergent	330
2 Urgent	252
3 PCP Urgent	147
4 PCP Non-Urgent	488
5 Home Care	290
6 Information Only or Advice	74
<b>Grand Total</b>	<b>1,581</b>

Please take a moment and let us know the best way to educate you on the services provided for your patients from the selection below:

- E-mail
- Mail a brochure
- Via local, regional, or WebEx seminar

Please send an e-mail response to [montana@nursresponse.com](mailto:montana@nursresponse.com).

We look forward to the opportunity to better serve you and your Medicaid and HMK members!

*Submitted by Kathy Wilkins, DPHHS*

## Publications Available on the Website

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.

<b>Date</b>	<b>Provider Type</b>	<b>Description</b>
<b>Provider Notices, Manuals, and Replacement Pages</b>		
06.24.2013	Pharmacy	2013 Annual Pharmacy Dispensing Fee Survey
06.25.2013	Private Duty Nursing	Private Duty Nursing Provider Reimbursement Rate Changes
06.25.2013	Nutrition	Nutrition Provider Reimbursement Rate Changes
06.25.2013	Personal and Commercial	Personal and Commercial Provider Reimbursement Rate Changes
06.25.2013	Ambulance	Ambulance Provider Reimbursement Rate Changes
06.25.2013	Transportation: Specialized Non-Emergency	Non-Emergency Specialized Wheel Chair Van Provider Reimbursement Rate Changes
06.25.2013	Dentist, Denturist, Dental Hygienist, and Oral Surgeon	Dental Reimbursement Rate Change, Updated Provider Manual, New Procedure Code, and New Prior Authorization Treatment Plan Form for Orthodontia
06.27.2013	HCBS	Manual: Bridge Waiver for Youth with Serious Emotional Disturbance  Manual: 1915(i) HCBS State Plan Program for Youth with SED
06.28.2013	Hospital Inpatient, Hospital Outpatient, TCM (Mental Health), Mental Health Center, Social Worker, Psychologist, Licensed Professional Counselor, Therapeutic Family Care, Therapeutic Foster Care, PRTF, Bridge Waiver, Montana i-home	PRTF Montana CANS
07.01.2013	Home Infusion Therapy	Home Infusion Therapy Provider Reimbursement Rate Increase
07.01.2013	DME	Home Blood Glucose Monitors and Related Accessories and Supplies
07.01.2013	Pharmacy	Dispensing Fee Increase and the Addition of a Vaccine Administration Fee
07.01.2013	Dentist, Dental Hygienist, Denturist, and Oral Surgeon	Manual: Dental and Denturist Services
07.05.2013	Physician, Mid-Level, FQHC, RHC, IHS, and Public Health Clinic	Medicaid/HMK <i>Plus</i> and Sports Physicals

*Continued on page 4*

**Publications Available on the Website, cont'd***Continued from page 3.*

<b>Fee Schedules</b>		
06.04.2013	Home Infusion Therapy	Home Infusion Therapy, July 1, 2012 (Revised)
06.11.2013	IHS	Indian Health Service, July 1, 2013
06.28.2013		Indian Health Services, July 1, 2013 (Revised)
06.11.2013	Home Health	Home Health
06.11.2013	Personal Assistance	Personal Assistance Services,
06.11.2013	HCBS	SLTC Waiver
06.17.2013	Hospital Inpatient	APR-DRG (Revised)
06.17.2013	HCBS	SLTC Fee Schedule (Revised)
06.20.2013	HCBS	Bridge Waiver Fee Schedule, July 1, 2013 Montana i-home Fee Schedule, July 1, 2013
06.21.2013	Public Health Clinics, Hospital Inpatient, Hospital Outpatient, Licensed Professional Counselor, Mental Health Center, Mid-Level Practitioner, Physician, PRTF, Psychiatrist, Psychologist, School-Based Services, Social Worker, TCM – Mental Health, TFC, and TGH	Mental Health Youth Fee Schedule, July 1, 2013
07.02.2013	Home Infusion Therapy	HIT Fee Schedule, July 1, 2013
07.02.2013	Occupational Therapy	OT Fee Schedule, July 1, 2013
07.02.2013	Speech Therapy	ST Fee Schedule, July 1, 2013
07.02.2013	Physical Therapy	PT Fee Schedule, July 1, 2013
07.02.2013	EPSDT	Orientation and Mobility Fee Schedule, July 1, 2013
07.02.2013	Audiology	Audiology Fee Schedule, July 1, 2013
07.02.2013	Durable Medical Equipment	DME Fee Schedule, July 1, 2013
07.02.2013	Hearing Aid	Hearing Aid Fee Schedule, July 1, 2013
07.03.2013	Mid-Level	Mid-Level Fee Schedule, July 1, 2013
07.03.2013	Podiatry	Podiatry Fee Schedule, July 1, 2013
07.03.2013	IDTF	IDTF Fee Schedule, July 1, 2013
07.03.2013	Physician	Physician Fee Schedule, July 1, 2013
07.03.2013	Family Planning	Family Planning Fee Schedule, July 1, 2013
07.03.2013	Lab and X-Ray	Lab and X-Ray Fee Schedule, July 1, 2013
07.03.2013	School-Based Services	School-Based Services Fee Schedule, July 1, 2013
07.03.2013	Optometric	Optometric Fee Schedule, July 1, 2013
07.03.2013	Optician	Optician Fee Schedule, July 1, 2013

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**Publications Available on the Website, cont'd***Continued from page 4.*

<b>Other Resources</b>		
06.03.2013 06.07.2013 06.21.2013	Pharmacy	Montana SMAC Update, June 3, 2013 Montana SMAC Update, June 7, 2013 Montana SMAC Update, June 21, 2013
06.04.2013 06.10.2013 06.11.2013 06.17.2013	Pharmacy DUR	DUR Board Agenda, June 26, 2013 DUR Board Agenda, June 26, 2013 (Revised) DUR Board Minutes, May 29, 2013 DUR Agenda (Revised) and Clinical Submissions (Links to Articles)
06.04.2013	Hospital Outpatient, Podiatrist, ASC, Pharmacy, Ambulance, Physician, Lab and Imaging, Social Worker, Mid-Levels, Freestanding Dialysis, Home Health, Psychiatrist, and IDTF	Rebateable Labelers List
06.06.2013	Forms	HIP Referral Form
06.10.2013	Pharmacy	SMAC Pricing Inquiry Worksheet
06.11.2013	Training	Q&As from Spring Provider Training
06.18.2013 06.28.2013	Provider Information and IHS	IHS/Tribal Agenda, June 19, 2013 IHS/Tribes Teleconference Minutes, June 19, 2013
06.18.2013	Pharmacy	Cost to Dispense Survey
06.21.2013	Claim Jumper Newsletter and Upcoming Events	July 2013 <i>Claim Jumper</i>
06.27.2013	ICD-10 Information	ICD-10 Readiness Survey
07.02.2013	Provider Information, Hospital Outpatient, Podiatrist, ASC, Pharmacy, Ambulance, Physician, Lab and Imaging, Social Worker, Mid-Level, Freestanding Dialysis, Home Health, Psychiatrist, and IDTF	Rebateable Labelers

**Top 15 Claim Denial Reasons**

<b>Exception</b>	<b>June Ranking</b>	<b>May Ranking</b>
RECIPIENT NOT ELIGIBLE DOS	1	1
RATE TIMES DAYS NOT = CHARGE	2	2
EXACT DUPLICATE	3	3
DRUG CONTROL CODE = 2 (DENY)	4	6
PA MISSING OR INVALID	5	4
DEPRIVATION CODE RESTRICTED	6	9
PASSPORT PROVIDER NO. MISSING	7	5
REFILL TOO SOON PDCS	8	7
REFILL TOO SOON	9	8
RECIPIENT COVERED BY PART B	10	10
REV CODE INVALID FOR PROV TYPE	11	12
SLMB OR QI-1 ELIGIBILITY ONLY	12	11
SUSPECT DUPLICATE	13	15
MISSING/INVALID INFORMATION	14	16
RECIPIENT HAD MHSP OR CHIP	15	21

**Key Contacts**

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

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

EDI Help Desk 1.800.624.3958

**Provider Relations**      1.800.624.3958 (In/Out of State)  
 406.442.1837 (Helena)  
 406.442.4402 Fax  
 E-Mail: [MTPRHelpdesk@xerox.com](mailto:MTPRHelpdesk@xerox.com)

**Third Party Liability**    1.800.624.3958 (In/Out of State)  
 406.443.1365 (Helena)  
 406.442.0357 Fax

**Direct Deposit Arrangements** 406.444.5283

**Verify Client Eligibility**  
 FaxBack 1.800.714.0075

**Integrated Voice Response** 1.800.714.0060  
**Point-of-Sale Help Desk for Pharmacy Claims** 1.800.365.4944  
**Passport** 1.800.362.8312

**Prior Authorization**  
**Mountain-Pacific Quality Health** 1.800.262.1545  
**Mountain-Pacific Quality Health – DMEPOS/Medical**  
 406.457.5887 Local; 877.443.4021, Ext. 5887 Long distance  
**Magellan Medicaid Administration (dba First Health)** 1.800.770.3084  
**Transportation** 1.800.292.7114  
**Prescriptions** 1.800.395.7961

**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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