



Montana Healthcare 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](#).

Free Webinars in 2015

Nursing Facility and ICD-10

On August 5, 2015, Xerox will host an [ICD-10 Nursing Facility WebEx](#) presented by DPHHS and Xerox staff. To attend the WebEx, click the link above.

DPHHS and Xerox will also present ICD-10 training August 20 and September 17.

Sessions will be presented on the third Thursday of the month at 10 a.m. Visit the [Training](#) page for details.

Coming soon ...

Provider specialty table – watch the website for details!

Nursing Facility Rate

Effective July 1, 2015, the Nursing Facility Medicaid per diem rates changed for FY 2016 (July 1, 2015–June 30, 2016). Nursing facility electronic billers must update the new nursing facility rate into their system before billing for July 2015.

Submitted by Steve Blazina, DPHHS

ICD-10 Is Coming October 1, 2015!

Montana Medicaid is getting the word out that ICD-10 will not be delayed. **The implementation date for ICD-10 is October 1, 2015!** There are 61 days from August 1, 2015 to October 1, 2015.

The claims processing system will look at the Date of Service field or the Date of Discharge (inpatient claims) field to determine which diagnosis version is required.

ICD-10 Testing Available

Are you ready to submit test claims with ICD-10 diagnosis codes? It is up to you to have the resources in place to submit ICD-10 codes on claims as of October 1, 2015.

Testing is available for all Montana Medicaid providers to ensure they are using valid ICD-10 codes in the right format.

We recommend you submit 10–20 claims to get a good sample.

In the test region, the effective date for an ICD-10 diagnosis code or ICD-10 surgical procedure code is January 1, 2015.

For claims to be tested and results returned as an 835 X12 file or as an eSOR by October 1, 2015, files must be sent by September 4, 2015. Files received after this date have no guarantee of an 835 X12 file or eSOR until after the October 1, 2015 implementation date.

Contact [Tom Keith](#) or [Janet Reifschneider](#), or call Provider Relations at 1.800.624.3958 to make arrangements to send test claims.

Additional information about [ICD-10](#) is available on the Provider Information website.

Submitted by Janet Reifschneider, DPHHS

Montana Plan First Covered Services

There have been substantial changes to the Plan First Covered Services list.

Below are highlights of the changes made:

- The columns labeled “May be family planning” and “May be family planning related” have been merged. All items in the combined column require either an FP modifier or a V25.XX diagnosis to receive reimbursement;
- Misoprostol tablets have been added to aid in IUD insertion;
- Procedure codes that are not payable on the Montana Medicaid fee schedule have been removed;
- Codes for fallopian tube repair (66.72, 66.73, 66.74, and 66.79) have been removed;
- Procedure codes for the new HPV lab tests (87623–87325) and the HPV 9-valent vaccine (90651) have been added; and
- Procedure codes for removal of fallopian tubes, ovaries, or uterus have been added.

See the provider notice titled Montana Plan First – Revised List of Plan First Covered Services on the website.

If you have any questions, contact Liz LeLacheur at 406.444.6002 or via e-mail at lelacheur@mt.gov.

Submitted by Liz LeLacheur

Summer Safety and Proper Wound Care

Summer fun often means surf, sun, and sand. Heading out to the beach or lake can also result in unexpected accidents, which can be more troublesome away from home.

That's why it's important to have a first aid kit in your car and in your travel bags.

Remember to purchase quality products that are clinically tested to improve wound care. Bandages should stick to skin covered in water or sand.

Check the expiration dates at the beginning of summer to make sure your first aid kit supplies are usable.

Filling Up Your Kit

Here are some essentials for a well-stocked first aid kit:

- Antibiotic ointment or cream
- Sterile bandages
- Ice packs
- Elastic bandages
- Acetaminophen or ibuprofen (make sure you have a dosage chart, too)
- Small, sharp scissors to cut tape
- Alcohol pads
- Thermometer
- Tweezers
- Gauze and adhesive tape
- Bottled water
- A list of important telephone numbers, including your doctor, your local Poison Control Center and other emergency contacts

It's also a good idea to scout out a hospital or urgent care center that is close to your vacation spot, especially if you are staying for a few days or longer. Knowing where you can get help before you need it will let you relax and enjoy your stay.

The Three Cs of Proper Wound Care: Clean, Coat and Cover

Summer's coming! Stay active and make the world your playground. Activity not only burns calories, it improves your circulation, too.

But playgrounds and picnic sites can also hide danger. Broken glass and other scrap items can harm bare feet. So, carefully examine your location and avoid injury.

If you will be out in the woods, dress to cover your arms and legs, so you can reduce the effects of falls, insect bites and poison ivy. Should something happen, remember the three Cs of wound care: **Clean, Coat and Cover**.

Step 1: Clean It. Proper cleansing with soap and water removes dirt and germs and helps prevent infection.

Step 2: Coat It. A coating of first aid antibiotic ointment or antiseptic cream can help prevent bacterial infection in minor cuts, scrapes, and burns. Follow the drug facts and directions on the package label.

Step 3: Cover It. It is important to cover the wound with a bandage to protect it from dirt and germs. Inspect the wound daily, or every time you change your bandage. Talk to your doctor if it does not heal.

If you remember these three steps and treat wounds promptly, you can help prevent infection and get back to an active and rewarding summer.

Submitted by Connie Olson, Nurse First Program Officer, DPHHS

Provider Training Fall 2015

Trainings are scheduled for Billings (October 7), Missoula (October 14), and Butte (October 21). Visit the [Training](#) page for the latest information. Please also take a few minutes to [complete our survey](#) and suggest topics to be presented. Your feedback is important to us!

Tooth Extractions

Documentation is essential to make sure your dental office obtains the truest and accurate payments for the services you performed. According to ARM 37.85.414, all providers of service must maintain records which fully demonstrate the extent, nature and medical necessity of services and items provided to Montana Medicaid members. The records must support the fee charged or the payment sought for the services and items and demonstrate compliance with all applicable requirements. This is true for all provider types.

All Montana Medicaid members under age 21 and members who have Full Medicaid coverage are eligible for dental extraction services. Recipients with Basic Medicaid coverage are only eligible for emergency dental services and/or when dental work is essential for employment. (ARM 37.85.206)

Tooth extractions are only reimbursable by Montana Medicaid if the tooth is symptomatic; that is causing pain, infected, preventing proper alignment of permanent teeth or proper development of the arch.

Therefore; if a tooth is removed that has no problems documented, it should not be billed to Montana Medicaid. For example, if a patient comes in with a referral to have his wisdom teeth removed, they are not reimbursable under Montana Medicaid unless they are symptomatic.

If only one tooth is causing pain, then that tooth extraction is the only one that can be reimbursed. It is not acceptable to document symptoms that are not present in order to be paid for a non-symptomatic extraction.

To be reimbursed correctly by Montana Medicaid, ensure the documentation clearly states why the patient needs the extraction and what tooth is being extracted. Do not bill Medicaid for services that are asymptomatic.

A signed agreement in advance of the service can be set up with the member or their family to pay for treatment of asymptomatic teeth. Ensure your office is following the guidance provided, but not limited to, the CDT manual, the Montana Medicaid *Dental and Denturist Services* provider manual, the Montana Medicaid *General Information for Providers* manual, and the Administrative Rules of Montana.

Submitted by Juleah Ryder, DPHHS

Publications Available on the Website

Below is a list of recently published Medicaid information and updates. Download the document from the Provider Information [website](#). Select Resources by Provider Type in the website menu to locate information specific to your provider type. If you cannot locate 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		
06.09.2015	Hospital Outpatient, Emergency Room, Podiatrist, Physician, Mid-Level Practitioner, Independent Diagnostic Testing Facility (IDTF), Birthing Center, Laboratory and X-Ray, Pharmacy, Public Health Clinic, Psychiatrist, and Ambulatory Surgery Center	National Drug Code (NDC) Billing
06.09.2015	Commercial Transportation and Specialized Non-Emergency Transportation	Commercial and Specialized Non-Emergency Transportation Manual
06.19.2015	Physician, Mid-Level, Family Planning, and Public Health Clinic	Vaccine Administration Code Update
06.22.2015	Audiologist, Chiropractor, DME, Hearing Aid, Home Infusion Therapy, Lab and Imaging, Occupational Therapy, Physical Therapy, Private Duty Nursing, and Speech Therapy	Identification of Ordering and Referring Providers on CMS-1500 and 837P X12 Transactions
06.22.2015	Hospital Outpatient	Hospital Outpatient Manual (May 2015)
06.24.2015	Nursing Facility	ICD-10 and Nursing Facility Requirements
06.24.2015	Eyeglass, Optometric and Optician	Optometric and Eyeglass Services Manual
06.22.2015	Physician and Mid-Level	Primary Care Enhanced Payment Program Ends
06.26.2015	Hospital Outpatient, FQHC, RHC, and CAH	Vaccine Administration Code Update
06.30.2015	Dental, Denturist, and Dental Hygienist	Dental Program Manual, July 1, 2015
06.30.2015	Audiology and Hearing Aid	Audiology and Hearing Aid Services Manual, July 1, 2015
07.01.2015	Hospital Inpatient	Hospital Inpatient Manual, June 2015
07.06.2015	Dialysis Clinic	Dialysis Clinic Manual, June 2015
07.06.2015	Family Planning,	Montana Plan First - Revised List of Plan First Covered Services
07.08.2015	Ambulance	Ambulance Provider Reimbursement Rate Changes
07.08.2015	Transportation Providers	Personal and Commercial Provider Reimbursement Rate Changes
07.08.2015	Transportation Providers	Non-Emergency Specialized Wheel Chair Van Provider Reimbursement Rate Changes
07.13.2015	Dental (Dentist and Dental Hygienist) and Denturist	Dental Reimbursement Rate Change and Updated Provider Manual
Fee Schedules		
06.26.2015	Community First Choice and Personal Assistance	Community First Choice, July 1, 2015, and Personal Assistance, July 1, 2015
06.26.2015	HCBS	Elderly and Physically Disabled Waiver, July 1, 2015
06.26.2015	Home Health	Home Health Services, July 1, 2015
06.29.2015	Chemical Dependency	Chemical Dependency, July 1, 2015
06.29.2015	Hospital Inpatient, Physician, Mid-Level, PRTE, Psychologist, LCPC, Mental Health Center, Psychiatrist, Schools, Social Worker, TCM (Mental Health), TGH, and TFC	72-Hour Presumptive Eligibility Program for Crisis Stabilization for Adults with SDMI, July 1, 2015
06.29.2015	HCBS and Mental Health Center	HCBS for Adults with SDMI

Fee Schedules, Continued		
06.29.2015	Physician, Mid-Level, PRTE, Psychologist, LCPC, Mental Health Center, Psychiatrist, Public Health Clinic, Social Worker, TCM (Mental Health), TGH, and TFC	Mental Health, Adult; Mental Health, Youth; and MHSP, Adult
06.29.2015	HCBS	1915(i), Bridge Waiver, and HCBS for Adults with SDMI
07.01.2015	Audiology	Audiology, July 1, 2015
07.01.2015	Hearing Aid	Hearing Aid, July 1, 2015
07.01.2015	DME	DME, July 1, 2015
07.01.2015	Home Infusion Therapy	Home Infusion Therapy, July 1, 2015
07.02.2015	Speech Therapy	Speech Therapy, July 1, 2015
07.02.2015	Occupational Therapy	Occupational Therapy, July 1, 2015
07.02.2015	Physical Therapy	Physical Therapy, July 1, 2015
07.02.2015	EPSDT	Children's Chiropractic, July 1, 2015; Private Duty Nursing, July 1, 2015; and Orientation and Mobility Specialist, July 1, 2015
07.02.2015	Targeted Case Management	Targeted Case Management, July 1, 2015
07.02.2015	Private Duty Nursing	Private Duty Nursing, July 1, 2015
07.02.2015	Chiropractic	Children's Chiropractic, July 1, 2015
07.02.2015	Nutrition	Nutrition, July 1, 2015
07.02.2015	Optician	Optician, July 1, 2015
07.02.2015	Optometric	Optometric, July 1, 2015
07.02.2015	Schools	Schools, July 1, 2015
07.06.2015	Hospital Inpatient	APR-DRG, July 2015
07.13.2015	Dental and Dental Hygienist	Dental and Dental Hygienist, July 1, 2015
07.14.2015	Ambulatory Surgical Center	Ambulatory Surgical Center, July 2015
07.14.2015	IDTF	IDTF, July 1, 2015
07.14.2015	Mid-Level	Mid-Level, July 1, 2015
07.14.2015	Physician	Physician, July 1, 2015
07.14.2015	Podiatry	Podiatry, July 1, 2015
07.14.2015	Public Health	Public Health, July 1, 2015
07.14.2015	Psychiatrist	Psychiatrist, July 1, 2015
07.15.2015	Lab and Imaging	Lab and Imaging, July 1, 2015
Other Resources		
06.26.2015	Pharmacy	Montana SMAC Update, June 26, 2015
06.08.2015		Montana SMAC Update, June 5, 2015
06.17.2015	Pharmacy	Preferred Drug List
06.22.2015	All Providers	<i>Claim Jumper</i> , July 2015
06.22.2015	APR-DRG Frequently Asked Questions	APR-DRG Frequently Asked Questions
06.23.2015	Eye-glass, Optometric and Optician	Medicaid Eye-glass Breakage and Loss Form, Medicaid Rx, and HMK Rx Forms
06.30.2015	Enhanced Payment	Enhanced Payment Enrollment, June 29, 2015
07.02.2015	Provider Information Home, Ambulance, Ambulatory Surgical Center, Dialysis Clinic, Family Planning, Home Health, Hospital Outpatient, IDTF, Lab/Imaging, Mid-Level, Pharmacy, Physician, Podiatrist, Psychiatrist, Social Worker	Rebateable Labelers, July 2, 2015
07.06.2015	All Providers	Medicaid Statistics

Top 15 Claim Denial Reasons		
Exception	June Ranking	May Ranking
EXACT DUPLICATE	1	1
RECIPIENT NOT ELIGIBLE DOS	2	2
PA MISSING OR INVALID	3	3
RATE TIMES DAYS NOT = CHARGE	4	5
PASSPORT PROVIDER NO. MISSING	5	4
REFILL TOO SOON PDCS	6	6
REFILL TOO SOON	7	7
DRUG CONTROL CODE = 2 (DENY)	8	8
MISSING/INVALID INFORMATION	9	10
RECIPIENT COVERED BY PART B	10	9
DEPRIVATION CODE RESTRICTED	11	13
SLMB OR QI-1 ELIGIBILITY ONLY	12	11
DISPENSE AS WRITTEN	13	16
PROVIDER TYPE/PROCEDURE MISMATCH	14	12
CLAIM INDICATES TPL	15	15

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

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