



Montana Healthcare Programs CLAIM JUMPER

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In This Issue

Publications Reminder.....	1
MFP Webinar	1
ICD-10 News.....	1
Provider Training Wrap.....	1
Multiple Same-Day Visits and Condition Code G0	1
HMK/CHIP Plan of Benefits Modification	1
De-Stressing the Holidays – Making a List and Checking It Twice!.....	2
Abbreviated Enrollment for Ordering and Referring Providers.....	2
Inside Provider Relations: Changing of the Guard	2
Publications Available on the Website	3
Top 15 Claim Denial Reasons	4
Xerox Field Representatives’ Corner ..	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](#).

Money Follows the Person (MFP) Webinar

The first MFP session on November 4 was a success — don’t miss Part II!

Wednesday, December 2, at 10 a.m.

This session explains what housing meets MFP requirements and provide a basic overview of the different types of subsidized housing, terminology, and tools that can assist an individual with the moving process.

The information presented will be beneficial for nursing home administrators, social workers, and discharge planners.

Coming Monday, November 30, 2015, a webinar covering Nursing Facility staffing reports and a pilot electronic version of the form effective December 1, 2015.

Submitted by Rick Norine, DPHHS

ICD-10 News

As of October 1, 2015, the State of Montana and Xerox are accepting and processing claims with ICD-10 diagnosis codes for dates of service or dates of discharge on or after 10/01/2015.

ICD-10 claims processing has been going well, and with few requests for testing, we have decided to discontinue testing as of November 15, 2015.

Please remember, if an ICD-10 code requires a fourth, fifth, or up to seventh digit, you are coding to that level.

Submitted by Janet Reifschneider, DPHHS

Provider Training Wrap

DPHHS and Xerox wrapped up their provider trainings, held during October in Billings, Missoula, and Butte. More than 90 Medicaid providers and billers attended the sessions. Topics included Provider 101 and 102, Eligibility, SURS, Waiver Services, Children’s Mental Health, and OPA Service First.

Thank you to all providers who attended and made the trainings so successful, and congratulations to our door prize winners!

Visit the [Training](#) page for sessions presented.

Multiple Same-Day Visits and Condition Code Go

To better assist providers when billing multiple same-day visits on a UB-04 or 837I, Montana Healthcare Programs allow Condition Code G0 (zero) on the claims.

The G0 (zero) condition code is used to indicate multiple medical visits that occur on the same day in the same revenue center. The G0 (zero) condition code can be put in form locator fields 16 through 28.

For 837I X12 5010 transactions, this information is located in Loop 2300, Segment HI, Data Element BG.

This information can be found in the TR3 manual for HIPAA X12 5010 837I transactions available from the Washington Publishing Company at www.wpc-edi.com.

Submitted by Holly Mook, DPHHS

HMK/CHIP Plan of Benefits Modification

The Department of Public Health and Human Services’ Healthy Montana Kids (HMK)/CHIP program is modifying its Plan of Benefits, effective January 1, 2016.

The change will align the HMK dental program with the State of Montana Employee Dental Benefit Plan’s covered services. This change ensures the HMK dental program conforms to its Centers for Medicare and Medicaid Services (CMS) approved CHIP State Plan.

The plan of benefit change should present minimal impact to providers and HMK members. Most notably, frenecto-

mies will become a covered service, but nutritional counseling and oral hygiene instruction will be eliminated as a covered benefit. Reimbursement rates will remain unchanged.

A complete list of covered CDT codes is available on the DPHHS website at <http://dphhs.mt.gov/HMK/HMKDental.aspx>.

A public hearing regarding this change will be held November 18 at 2:30 p.m. Details can be found on the Montana Administrative Register (MAR) Notice 37-729 found at <http://www.mtrules.org/gateway/showNoticefile.asp?TID=6752>.

Submitted by Gail Moloney, DPHHS

De-Stressing the Holidays – Making a List and Checking It Twice!

Why does a season that's supposed to be about happiness and joy so often result in just the opposite? A survey by Consumer Reports found that 90% of Americans find at least one thing stressful about the holiday season.

As a physician, you are well aware of the health issues that can plague your patients during the season of festivities, many with lingering effects post-holiday. Nurse First registered nurses are available 24/7 during the holidays to answer your patients' questions when you are not available.

By being knowledgeable of health conditions that can be exacerbated by stress, Nurse First can guide your patients on how best to manage conditions, such as those listed below, until they can see you:

- Diabetics' high blood sugar from over-indulging
- Risk for heart attack
- Skin conditions, including psoriasis and shingles
- Irritable bowel syndrome or colitis
- Immune disorders, including flare-ups of multiple sclerosis and lupus
- Anxiety, depression, and insomnia
- Worsening pain from disorders, such as arthritis or back pain

With Nurse First at the helm 24/7 throughout the holidays, we can pull the reins in on your patients' issues. We'll follow Barton Schmidt and David Thompson's nationally recognized triage guidelines to ensure we deliver the best care in your absence.

The light is always on at Nurse First. So feel free to eat, drink, and be merry! We'll take care of your patients until you are back in your office and can better assess their needs.

*Submitted by Connie Olson,
Nurse First Program Officer, DPHHS*

Abbreviated Enrollment for Ordering and Referring Providers

The Patient Protection and Affordable Care Act and 42 CFR 455.440 mandate that all state Medicaid programs require the National Provider Identifier (NPI) of any ordering or referring physician or other professional to be specified on claims for payment that are based on an order or referral of the physician or other health professional.

Montana Medicaid providers are required to identify ordering or referring physicians or other professionals on claims. To facilitate the enrollment process, Montana Medicaid created an abbreviated enrollment form, which is now available.

Hospitals and clinics that enroll new healthcare providers who will not be billing may use the abbreviated version.

While the option is available via paper and online enrollment, to expedite the enrollment process, providers are encouraged to use the online option through the Montana Access to Health (MATH) web portal by selecting the Abbreviated Enrollment Online option, second in the list to the right of the green menu buttons.

For detailed billing information, see the provider notice on your provider type page regarding ordering and referring providers.

Inside Provider Relations

Changing of the Guard

In Provider Relations we are experiencing change. Call it a changing of the guard, if you will. Over the past six weeks, we have wished well to a few of our Customer Service Representatives.

Before the October article, Aaron joked, "Watch, as soon as you've introduced us as Field Reps and put our pictures in the *Claim Jumper*, we'll get new jobs."

As Provider Relations Manager, I certainly wish his premonitions would help me win the lottery, because not only did Phil, resign, but Aaron also has resigned to move up a rung in his own career ladder. He did this right on the heels of one of our most tenured staff, Jaymie in Enrollment, also pursuing a change in her career by leaving Xerox.

You might be asking, how does this impact me as a provider? At this time, we are recruiting and hiring the best candidates we can who have experience either in the medical or call center fields. We are developing a more comprehensive training curriculum to ensure that agents are knowledgeable and cross-trained in all areas to better support the Help Line.

During this time of attrition, I want to be up-front. Hold times and the time spent on a call may be increased. The Eligibility and Claims queues account for about 70% of our call volume. Because of this, I encourage providers to use other tools available before making a call. To avoid long hold times, providers may want to use the IVR and FaxBack systems. Other resources include the MATH web portal and general and specific provider manuals available on the Provider Information website. Thank you in advance for your continued patience and understanding as we work to improve our customer service.

*Olivia Roussan,
Provider Relations Manager*

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		
10.02.2015	All Providers	Changes to the Children's Mental Health Bureau Medicaid Services Provider Manual
10.05.2015	Dental	HMK Dental Manual, Replacement Pages
10.07.2015	Physicians, Mid-Levels, and Public Health Clinics	Compound Drugs Billed on CMS-1500
10.09.2015	Family Planning Clinics, FQHCs, Hospitals, RHCs, IHS, Mid-Level Practitioners, Pharmacy, Physicians, and Public Health Clinics	Montana Plan First – ICD-10 Update
10.09.2015	Dialysis Clinic	Changes to the Dialysis Clinic Services Provider Manual
10.09.2015	Pharmacy	Plan First Prescription and ICD-10
10.21.2015	Hospitals, Physician, Mid-Levels, and Pharmacy	SmartPA® Prior Authorization for Synagis®
10.21.2015	Hospitals	ICD-10 Obstetric Observation Billing
10.22.2015	Chiropractic and EPSDT	Children's Chiropractic Services Manual
11.02.2015	Dialysis Clinics	Dialysis Clinics Manual, Replacement Pages
11.03.2015	Mental Health Centers	CSCT Claims Issues Related to Update Severe Emotional Disturbance (SED) Definition
11.03.2015	All Providers	Services Exempt from Passport to Health Referral
11.03.2015	Pharmacy	Pharmacy Provider License Status
Fee Schedules		
10.19.2015	Dialysis Clinic	Dialysis Clinic October 1, 2015
10.19.2015	Hospital Outpatient	OPPS, CLAB, and APC October 1, 2015
10.20.2015	DME	Proposed DME Incontinence Supplies January 1, 2016
10.20.2015	Dental	Proposed January 1, 2016 Dental
10.20.2015	Ambulatory Surgical Center	ASC October 1, 2015
11.03.2015	Psychiatrist	Psychiatrist, January 1, 2015 (Revised) and July 1, 2015 (Revised)
Other Resources		
10.23.2015 10.08.2015	Pharmacy	Montana SMAC Update, October 23 Montana SMAC Update, October 7
10.13.2015	Pharmacy DUR	DUR Agenda, October 28, 2015
10.22.2015	All Providers	SURS Provider Self-Audit Protocol
10.22.2015	Pharmacy	NCPDP Payer Sheet
10.27.2015	Pharmacy DUR	DUR Minutes, September 30, 2015
10.27.2015	Hospital Inpatient	APR DRG Frequently Asked Questions
11.03.2015	Pharmacy	Preferred Drug List, November 3, 2015

Top 15 Claim Denial Reasons		
Exception	October Ranking	September Ranking
EXACT DUPLICATE	1	1
RECIPIENT NOT ELIGIBLE DOS	2	4
PA MISSING OR INVALID	3	2
RATE TIMES DAYS NOT = CHARGE	4	3
REFILL TOO SOON PDCS	5	7
REFILL TOO SOON	6	3
PASSPORT PROVIDER NO. MISSING	7	6
DRUG CONTROL CODE = 2 (DENY)	8	8
RECIPIENT COVERED BY PART B	9	11
MISSING/INVALID INFORMATION	10	9
SLMB OR QI-1 ELIGIBILITY ONLY	11	13
PROVIDER TYPE/PROCEDURE MISMATCH	12	10
DEPRIVATION CODE RESTRICTED	13	22
REV, CODE INVALID FOR PROVIDER TYPE	14	14
CLAIM INDICATES TPL	15	15

Xerox Field Representatives' Corner

DPHHS and Xerox are presenting WebEx sessions during 2015. Upcoming WebEx sessions are listed below.

Thursday, November 19, 2015, at 10 a.m.
 Passport to Health, HIP, Team Care, and Nurse First
Amber Sark, Passport Program Officer
Connie Olson, RN, Team Care

Friday, December 18, 2015, at 10 a.m.
 Dental
Jan Paulsen, Dental Program Officer

If your program is interested in presenting a WebEx session, please contact Olivia Roussan at 457.9586 or Tanya Hartman at 457.9553. Sessions are generally presented on the third Thursday of the month at 10 a.m.

Visit the [Training](#) page for previously recorded sessions and materials from earlier trainings.

Coming May 2016 – Provider Fair 2016

This two-day event will be held May 10–11, 2016, in Helena, Montana, at the Red Lion Colonial Hotel.

Watch future issues of the *Claim Jumper* and the [Training](#) page of the website for information,

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

[Return to page 1](#)