

Montana Healthcare Programs

Claim Jumper

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In This Issue

Electronic Submissions/WINASAP....	1
Publications Reminder	1
Nurse First.....	2
Causes of Claim Processing Delays..	3
Mail vs. Fax	3
Publications Available on the Website.....	4
Top 15 Claim Denial Reasons.....	5
Revalidation Update	5
Key Contacts.....	5
Call Center News	5

Electronic Submission via WINASAP 5010

WINASAP 5010 is a free software program that can submit electronic claims in the required HIPAA compliant X12N format. This is not the only way electronic files can be submitted. Electronic Claims can be submitted through a Billing Clearinghouse, a billing agent with electronic claims software, or non-electronic via paper through the mail. A provider group can choose to purchase their own software to submit claims electronically; the software must be able to transmit the HIPAA compliant X12N format.

WINASAP 5010 is designed as a single claim transmission program, after the users initial set up. It can be used to create a X12N compliant claim file, and this file can then be uploaded through the MATH Web Portal. There is a separate enrollment to be able to submit claims through the MATH Web Portal.

Enrollment for electronic claim submission can be found on the Montana Medicaid Provider Web site (<http://medicaidprovider.mt.gov/>). On the left side of the webpage in the "Additional Resources" section, choose the "Electronic Billing" option or you can go directly to the page by using the following link, <http://medicaidprovider.mt.gov/electronicbilling> . This web page also includes the WINASAP 5010 users' guide, the link to download the WINASAP 5010 program, as well as the necessary forms to be able to submit claims electronically.

One common way of avoiding issues with WINASAP 5010 is to regularly backup your Data Base to a different location than WINASAP. This will help save from having to rebuild your database manually if WINASAP needs to be deleted and reinstalled for any reason. If you have backed up your database to a different location, you can restore

the database so you don't have to manually rebuild the data elements like adding the Taxonomy, Diagnosis codes, or Providers. When doing so, make sure to follow the instructions in the Users guide.

There is a known issue with WINASAP 5010. Microsoft released a security patch in June, 2016 that is not compatible with WINASAP. This security patch has made WINASAP 5010 incompatible with Windows 10, at this time there is no available ETA on when or if this will be addressed. Please check the [medicaidprovider.mt.gov website](http://medicaidprovider.mt.gov), any changes in this status will be updated there.

The WINASAP 5010 guide can answer most of the questions usually received in the call center and the guide can assist you in navigating the software.



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 Healthcare Programs Provider Information [website](http://www.mt.gov).

Submitted by Dan Hickey
Fields Representative
Xerox State Healthcare

Nurse First: Lung Cancer Not Just a Smoker's Disease

The bottom line: If you have lungs, you can get lung cancer.

It's prevalent in smokers, yes. (Smoking is responsible for about 90 percent of lung cancer cases nationwide, and those who smoke should quit now.) But the fact is, lung cancer's causes can include exposure to many different elements, in addition to smoke—another reason that doctors talking about lung cancer with their patients is so important. Montana alone saw 750 new cases of lung cancer this year, according to CA: A Cancer Journal for Clinicians (American Cancer Society, 2016).

The American Cancer Society reports that as many as 20 percent (16,000 to 24,000 Americans) who die from lung cancer annually do not smoke. From radon (the colorless, odorless radioactive gas that exists naturally in soil that's emitted through building cracks and gaps—the second leading cause of lung cancer) to hazardous chemicals (including asbestos and some petroleum products), plus particle pollution (like exhaust smoke), it's crucial for smokers and non-smokers alike to know lung cancer's risks, preventive steps, and warning signs. Those risk factors include genetics as well, so doctors taking a full family history from patients is key to gauge individual possibility of developing the disease.

Lung cancer is the leading cancer killer of men and women in the U.S. (the survival rates are among the lowest of all cancers, often because it's detected later), and while lung cancer diagnosis in men has dropped 28 percent, incidences of lung cancer in women have risen by 98 percent in the last 37 years, enough to be called a "silent epidemic"—and surpassing breast cancer as the leading cause of death in women.

For many, especially if they don't smoke, lung cancer is not on their radar, despite a low, five-year survival rate of only 18 percent (among the lowest of all cancers) for those diagnosed with the disease (often too late in the game for treatment to be effective).

Nurse First's support to those with lung cancer, their families, and caregivers joins with so many resources, across the state of Montana and nationally, to put lung cancer in the spotlight, so both awareness and early detection, along with healthy behavior change, can lead to prevention. Conversations about lung cancer, starting with doctors and patients (along with further research), will help to statistically beat the odds of lung cancer as a quiet killer.

Nurse First is a confidential, 24/7, year-round advice line staffed by licensed, registered nurses. It provides Medicaid members with current recommendations from the Centers for Disease Control and Prevention (CDC) and the American Congress of Obstetricians and Gynecologists (ACOG). Patients can call 1 (800) 330-7847 or visit <http://dphhs.mt.gov/MontanaHealthcarePrograms/NurseFirst.aspx> under "Would you like more Montana Health and Wellness Information?"

*Submitted by Connie Olson, DPHHS
Nurse Advice Line Program Office*

*Sources include: www.cancer.org, www.cdc.gov, www.epa.gov, www.lung.org

Lung Cancer Awareness What Can Providers Do in Limited Time?

Providers only have a few minutes with patients but there are a few simple things that can be done without adding time to a patient visit.

- Discuss screening needs and options with applicable patients.

- Make lung cancer a conversation topic during visits, especially with :

- 55–80 years old

- Those with a 30-pack-per-year history of smoking (one pack per day for 30 years or two packs per day for 15 years, etc.)

- Those who currently smoke or have quit in the last 15 years

- Encourage current smokers to quit, and for all to avoid exposure to second-hand smoke

- Discourage smokeless tobacco use (it causes other cancers), as well as electronic cigarettes (the risks are still being determined).

Share information about these Montana resources for information and support:

American Lung Association
936 S. 2nd St. West
Missoula, MT 59801
(406) 214-5700
Contact: Ronni.Flannery@Lung.org

Freedom from Smoking® Group Clinic Program (adult sessions)
Visit their website for current Montana clinic schedules and contact information.



CAUTION: Top 10 Claim Delay Reasons

Paying attention to these common issues will help you get your claims processed faster and paid more quickly.

1. Billing on Paper

- *Electronic claims pay on average 14 days sooner than paper*

2. Duplicates

3. Faxing in Claims

4. No Paperwork!

- *Either fax for E claims or send WITH the paper claim*

5. Incorrect NPI/Taxonomy

6. Medicare Information placed in incorrect fields or missing

- *Bill electronically!*

7. Handwritten Claims

8. Incorrect Client ID

- *Use the 7 digit Medicaid ID*

9. Verify eligibility for date of service BEFORE providing service.

10. Not submitting in a timely manner

Submitted by Celeste Ackerman
Claims Manager
Xerox State Healthcare

PAPER CLAIM Submission Which is the *faster way?*



MAIL

VS.



FAX

Do you remember the story of the tortoise and the hare? Everyone thought the hare would win the race because hares are known to be fast. In the end though, the way the tortoise and the hare made their way down the road to the finish line made the difference and the tortoise won the race. How you submit paper claims had a lot of similarities to the tortoise and the hare. Paper claims can either be sent by mail (think tortoise) or fax (think hare). However, it actually takes on average 12 days longer to process claims that are submitted via fax than by paper.

Faxing claims in for processing actually takes longer because it creates an additional step to the process. In most cases, a paper claim that is mailed in can be scanned with a software program for character recognition much like the process used to deposit a check into a bank account by taking a picture of the check with a smart phone! An electronic claim is sent directly to the processing system but when a paper claim is received by fax, a digital image must first be made and then the claim is entered by hand, which adds time to the process. If processing claims quickly is important, we urge you to try electronic claims submission which can shave up to 14 additional days off of waiting for a claim to be processed. If that is not an option, submitting via postal service is actually quicker than fax just as the tortoise was quicker than the hare.

Submitted by Julia Harris
Provider Relations Manager
Xerox State Healthcare

Switching from Fax to Mail? **Send Paper claims to:**

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

Publications Available on the Website

Below is a list of recently published Medicaid information and updates available on the Provider Information [website](#). On the website, select Resources by Provider Type in the left menu to locate information specific to your provider type. If you cannot locate the information below, contact Provider Relations at 1.800.624.3958 or 406.442.1837 in Helena.

Provider Notices		
Date	Provider Type/Page	Description
09.22.2016	Physicians Psychiatrists Mid-Level Practitioners	Physician Administered Drugs Update NDC Requirement
09.26.2016	DME Physician Pharmacy	Mid-Level Practitioners EPSDT Coverage of Weighted Blankets
09.27.2016	Physicians Psychiatrists Mid-Level Practitioners	In-Patient Hospital Out-Patient Hospital (CAH) Physician Administer Drugs NDC Requirements <i>Revised</i>
Forms		
Date	Form Name	
09.09.2016	Individual Adjustment Request	
09.12.2016	Pre Authorization for Hepatitis Treatment <i>Revised</i>	
Fee Schedules		
<i>Proposed Fee Schedule for December 2016:</i> Eyeglasses		
<i>Fee Schedule Effective October 1, 2016:</i> School-Based Services		
<i>Revised Fee Schedules Effective July 1, 2016:</i>		
Mid-Level Practitioners	Occupational Therapy Services	Pharmacy
Physical Therapy Services	Physician	School-Based Services
Manuals with Replacement Pages		
09.09.2016	Physician	

Other Resources

- Revalidation and Faxes Information
Found under Revalidation and Announcements
- IHS - Monthly Agenda and Passport Slides and Video/
Minutes
- Pharmacy - Weekly MT AAC
- Pharmacy - DUR Agenda September 2016
- Pharmacy - Preferred Drug List

*Have You Checked your Provider Type page
for new Provider Notices, Fee Schedules,
or Announcements this month?!*

Top15 Claim Denial Reasons		
Exception	September 2016	August 2016
EXACT DUPLICATE	1	1
PA MISSING OR INVALID	2	2
RECIPIENT NOT ELIGIBLE DOS	3	4
RATE TIMES DAYS NOT = CHARGE	4	10
REFILL TOO SOON	5	3
DRUG CONTROL CODE = 2 (DENY)	6	6
PASSPORT PROVIDER NO. MISSING	7	5
MISSING/INVALID INFORMATION	8	8
NDC MISSING OR INVALID	9	9
CLAIM INDICATES TPL	10	4
RECIP NON COVERED SERVICES	11	11
SLMB OR QI-1 ELIGIBILITY ONLY	12	12
RECIPIENT COVERED BY PART B	13	7
DAYS SUPPLY MISSING	14	17
REV CODE INVALID FOR PROV TYPE	15	13

<http://medicaidprovider.mt.gov/>

Xerox EDI Solutions

<http://www.acs-gcro.com/gcro/>

Xerox EDI Support Unit

1.800.987.6719

Provider Relations

P.O. Box 4936
 Helena, MT 59602
 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

1.800.365.4944

Passport

1.800.362.8312

PERM Contact Information

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

Prior Authorization

MPQH 1.800.262.1545
 MPQH – DMEPOS/Medical
 406.457.5887 Local
 1.877.443.4021 X 5887

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

Revalidation Update

In June of this year, the Montana Department of Public Health and Human Services began a provider revalidation effort to review and update provider file information for all providers enrolled with Montana Healthcare Programs prior to March 2011. Provider revalidation is required by the Patient Protection and Affordable Care Act, Section 6401 (a) and 42 CFR 455.414. We want to thank the thousands of providers for their response in meeting this requirement. We have learned many things throughout the process and will work to improve the process for future efforts.

While many providers have completed the revalidation process, there are still providers who have not responded to the revalidation request. Providers who have not responded will receive a notification over the next week requesting their response within 30 days. We encourage all providers with questions to visit our [Revalidation Page](#) You may also call Provider Relations at, 1-800-624-3958, and select option 6 to speak with a provider revalidation specialist.



Call Center News

Be ready, hold times are decreasing and some days are now under three minutes!

As always, please have your information ready when an agent answers.