

Montana Healthcare Programs

Claim Jumper

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Only the 2012 ADA Claim Form Accepted for Dental Claims .

Inside Provider Relations

This is a courtesy notice for Dental providers to remind you that only the 2012 ADA claim form will be accepted for Montana Healthcare Programs claim processing. Provider Notices regarding this can be found on the Provider Website under Resources by Provider Type and the Dental provider type. Previous notices occurred July 1, 2014, with reminders in the notices of July 1, 2015, Dec. 31, 2015, and June 9, 2016. Providers are required to supply their own forms but a sample version of the 2012 ADA Dental Claim form can also be found on the [Provider Website](#) under the [Additional Resources menu](#) and [Claim Instructions](#). Dental Claims received that are non-compliant, will not be processed and will be returned to the provider.

For our dental providers seeking further information on the Montana Healthcare Programs Dental Program, we encourage you to join our Provider Relations Field Reps on Dec. 2 at 9:00am for a WebEx with Dental Program Officer, Jan Paulson. Please visit the [Training Page](#) of the [Provider Website](#) to register and for more information, or contact mtprhelpdesk@xerox.com.

*Submitted by Julia Harris
Provider Relations Manager
Xerox State Healthcare*

Thank You For Being

**A
Montana
Medicaid
Provider!**

*We Appreciate
Your Service to
Montanans!*

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](#).

Dental Providers

**Get all of your billing questions
answered on December 2, 2016 at 9am**

Please Join DPHHS Dental Program Officer Jan Paulson and the Xerox Provider Relations Field Reps for a Dental WebEx.



Register Now on the

Provider Website

Training Page

NurseFirst: Cheers to Drinking Responsibly

The statistics are sobering, not only nationally, but in our own state.

Alcohol is attributed to an estimated 28 individual car crash deaths per day in the United States, according to the CDC (Centers for Disease Control). That means someone dies needlessly, roughly every 53 minutes, at a staggering annual cost of more than \$44 billion. According to the (NHTSA) National Highway Traffic Safety Association, drunk driving fatalities increased by 3.2 percent from 2014 to 2015 across America.

While 2016 is coming to a close, just last year, Montana was shouldered with one of the highest drunk driving fatality rates in the nation at 58 percent, per vehicle miles traveled. That's a 47 percent increase compared with 2014, and a 4.6 percent increase from the five-year, 2010-2014 average, according to Montana.gov. The NHTSA also ranked Montana number one for worst drivers overall in 2016, and number 13 for drunk driving.

While community action, awareness, and educational efforts, from Vision Zero to SOAR (Safe on All Roads), are underway to help make a dent in those numbers, clearly, alcohol abuse is a serious issue here. Alcoholism has long been cited as a socioeconomic element in Native American communities, and in 2015, all seven of Montana's land-based tribes participated in SOAR. The Montana Department of Transportation also helped develop the Northern Tribes DUI Task Force, inclusive of law enforcement, injury prevention representatives, tribal community colleges, and others. Additionally, for the statewide population, Montana increased fines (boosting county revenue) and sentences for DUI offenders last year as deterrents.

With the holidays upon us, and open-house festivities in full swing, an uptick in alcohol-related accidents is always in the headlights. Buzzed driving, icy winter roads and Montana's increased interstate highway speed from 75 to 80 miles per hour, don't mix— it's a lethal combination. Alcohol abuse has a serious impact on both physical and mental health. In addition to impacting someone else's life on the road, chronic conditions including cancer and non-reversible cirrhosis of the liver, heart disease, high blood pressure, and depression also affect quality and longevity of life. Drinking alcohol during pregnancy (or while trying to conceive) has been linked to miscarriage, stillbirth, plus a number of mental, physical and behavioral disabilities in infants (Fetal Alcohol Spectrum Disorders or FASDs).

Every year, on average, in Montana, alcohol/drug-related driving has been a factor in 10 percent of all traffic crashes, roughly 20 percent of all injuries and almost 50 percent of deaths. NurseFirst, in wishing everyone a happy, healthy, and safe holiday season, is reminding all to toast in moderation (consider a "mocktail" or alcohol-free cocktail) during celebrations, and never drink and drive. Obey legal limits— that goes for legal drinking age as well as speed limits. Remember: If you're "buzzed" you're drunk. Give your keys to someone else. Drinking could make a current health condition worse, and the combination of alcohol with certain medications can also have ill effects. It's important for both providers and patients to be vigilant when it comes to alcohol use.

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.cdc.gov, www.madd.org, www.mdt.mt.gov, www.nhtsa.gov

Risky Drinking: 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.

- Talk candidly about the risks of alcohol abuse with patients that you think may be at risk.
- Discuss current health conditions and medication interaction coupled with alcohol use.
- Share/post information from alcohol-awareness groups both locally and nationally.

Share information about these Montana resources for information and support:

Alcoholics Anonymous

www.aa-montana.org

Montana AA Statewide Phone:
1-888-607-2000

Montana Area Hotlines:

- Billings: 888-607-2000
- Columbia Falls: 406-257-7185
- Helena: 406-443-0438
- Missoula: 406-543-0011 (answering service)

MADD

(*Mothers Against Drunk Driving*)

Gallatin County Chapter
406-414-6693

24-Hour Victim Help Line:
1-877-MADD-HELP

Gallatin.Mt@madd.org

SOAR

(*Safe on all Roads; Native American Traffic Safety*)

Sheila Cozzie

Transportation Planner
State Highway Traffic Safety
Section

406-444-7301

scozzie@mt.gov

Vision Zero

www.mdt.mt.gov/visionzero

www.mdt.mt.gov/publications/brochures

Look for "Do You Know What a DUI Will Cost You?"



Hello Providers!

We want to thank all the providers and staff members that took part in this year's Fall Provider Trainings in Billings, Bozeman, and Missoula.

We had 168 providers and staff members attend from around the state. The sessions were well received with an overall score from the evaluations for all three locations of 4.56 on a 5-point scale. Provider Relations is currently analyzing all of the questions and comments to plan training sessions focused on what you asked for! Watch for webinar announcements in future Claim Jumper editions as well the [Provider Website](#).

The Fall Provider Trainings had speakers from the Xerox team, Program Managers from DPHHS, Blue Cross Blue Shield (BCBS) representatives, and guests from the Office of Public Assistance. There were Round Robin sessions, a short focused training on password resets in the MATH portal, WINASAP tips and tricks, and future updates to the web portal at www.medicaprovider.mt.gov. These sessions were determined by the Provider survey that was sent out this past summer.

Provider Relations is starting the plans for 2017 trainings. In the next few months, we will be determining locations for sessions in May 2017. Fall 2017 Provider Training sessions will be returning to Billings, Bozeman, and Missoula. Provider Relations would like to keep the Fall locations and the general time frame (May & October) to be consistent from year to year.

The Montana Healthcare Programs could not work without you! From all of us at Provider Relations to you, the providers and staff, thank you!



Jason Armstrong *Field Rep* **Janene Felter** *Trainer* **Dan Hickey** *Field Rep*

SURS Audit Revelations

Durable Medical Equipment (DME) Orders

Durable Medical Equipment (DME) providers, including pharmacies also enrolled as DME providers, are reminded that the prescribing physician or other licensed practitioner of the healing arts, order requirements for durable medical equipment and supplies are different from a pharmacy order.

DME orders and/or prescriptions must be dated and signed by a physician or other licensed practitioner of the healing arts. It must indicate a diagnosis, medical necessity, quantity and length of need for the supplies ordered. The order should clearly describe all items to be supplied and those supplies need to be medically necessary and delivered in the most appropriate and cost effective manner.

For Items dispensed on a verbal order, the provider must follow up with a complete written order of supplies needed and is signed by the physician or other licensed practitioner prior to billing the Department.

[ARM 37.86.1802](#) states these requirements and refers to the applicable Medicare criteria specific to DME orders. This information can be found in [Chapter 3 of the Region D Supplier Manual](#), Medicare local coverage determinations (LCDs) and national coverage determinations (NCDs)

More information can be found on the [Provider Website](#), on the [Durable Medical Equipment, Prosthetics, and Orthotics \(DMEPOS\) page](#) and in the appropriate [ARMs](#).

*Submitted by Jennifer Tucker, CPC
SURS Supervisor, DPHHS*

Web Portal Password Reset

Reminder --Effective October 17, 2016 providers no longer need to contact Provider Relations via telephone for a web portal password reset. A self-serve reset function in the portal is now available. Very soon all other Web Portal telephone inquiries will be directed to the EDI option 2. Office Administrators can also use this function to reset passwords.



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
10/03/2016	School Based Services	FMAP Rate reflect change to reimbursement on the Fee Schedule
10/14/2016	Eyeglasses Optician Optometric	Eyeglasses Contractor Change
10/18/2016 10/20/2016 10/21/2016	In-Patient Hospital	Inpatient PPS Hospital Stays with split Medicaid eligibility and HELP TPA Plan through BCBS - Revised
10/19/2016	Mental Health Centers	Clarification of Home Support Services Admission Criteria - Outpatient Therapy
Forms		
Date	Form Name	
10/03/2016	PA for Orkambi Form	
10/18/2016	Hepatitis C PA TC Form <i>Revised</i>	
Fee Schedules		
<i>Proposed Fee Schedule for January 2017</i> Youth Mental Health		
<i>Fee Schedule Effective October 1, 2016:</i>		
APR-DRG Calculator (Hospital In-Patient)	ASC	
APC (Hospital Out-Patient)	OPP (Hospital Out-Patient)	
Manuals with Replacement Pages		
10/18/2016 Nursing Facility and Swing Bed Manual - complete manual revision		

Other Resources

- Revalidation and Faxes Information Found under Revalidation and Announcements
- Pharmacy - Weekly MT AAC
- Pharmacy - Preferred Drug List
- Cost Share - Preventative Services List October 2016
- Training - 2016 Fall Training Power Points
- Pharmacy - DUR Minutes September 2016
- Announcements - New Self-Service Password Reset Option for Web Portal Available

Have you Checked your manual lately?

Manuals are updated regularly. The most current manuals for your provider type are listed in the top panel on your provider type page on the Provider Website.

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

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
 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
 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

WINASAP Questions and Answers

These questions were asked during 2017 Fall Training sessions:

Question: *When I go to process a claim in WINASAP, I get a screen asking for “device selection” and cannot go any further than that.*

Answer: This occurs when there is a phone number listed in your trading partner information. You should go to File>Trading Partner and delete the phone # that is listed in the lower right hand box. After this, you will get a message that says “No Phone” but it will produce a .bil file for submission to the MATH web portal.

Question: *After you uninstall and reinstall WINASAP, is your database saved and retrievable?*

Answer: If the data base was backed up before the uninstall/reinstall, then you would be able to restore the database from the location that it was saved to. If not than the database will have been lost when the program was uninstalled.

More WINASAP information can be found in the free user guide.

