

Montana Healthcare Programs

Claim Jumper

Volume XXXIII, Issue 2, February 2019

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**New
Training
Survey
Questions!**

**Please
Take
the
Survey!**

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](#).

You Asked - We Answered

Provider questions submitted via the [Training Survey](#) this month are: *“How does a new provider register with Medicaid?”* and *“Why does the Passport program exist?”*

How does a new provider register with Medicaid?

A new provider may register with the Montana Healthcare Programs as a Medicaid provider by visiting <https://medicaidprovider.mt.gov>. In the left menu choose “Provider Enrollment”. The provider should carefully read the directions to determine what type of enrollment application they will complete. Next, click “Begin the enrollment process” and follow the directions.

Why does the passport program exist?

Passport to Health is the primary care case management (PCCM) program for the following Montana Healthcare Programs: Standard Medicaid, Healthy Montana Kids Plus, and the HELP Program. The Passport programs encourage and support Medicaid and HMK Plus members and providers to establish a strong doctor/member relationship and ensure the appropriate use of services. Each enrollee chooses a Passport provider who is typically a physician, mid-level practitioner, or primary care clinic. Under Passport, members develop an ongoing relationship that provides a medical home. The medical home is a concept that encourages a strong doctor–member relationship. An effective medical home is accessible, continuous, comprehensive, coordinated, and operates within the context of family and community.

Do you have a general question you would like answered?

Visit the Training Survey! Insert your question in the box under question five. We can answer your question in a future issue of the *Claim Jumper* or, if you leave your contact information, **Provider Relations** will respond directly to you. You may also email MTPRHelpdesk@conduent.com.

Field Rep Corner

2019 Training Survey

Please take a moment to complete the revamped Provider Relations [Training Survey at https://medicaidprovider.mt.gov/trainingsurvey](https://medicaidprovider.mt.gov/trainingsurvey). Your feedback ensures that your comments and concerns can be addressed and gives Montana Healthcare Programs the opportunity to implement your recommendations for improvement. As always, thank you for serving Montana Healthcare Programs' members.

Upcoming WebEx Trainings

Jamie Olson, Children's Mental Health Bureau, DPHHS, will present Children's Medicaid Mental Health Outpatient Technical Assistance on Thursday, February 21, 2019 at 2pm MST.

Kelly Aughney, Montana Medicaid and HMK Dental Program Officer, Allied Health Services Bureau, DPHHS will be presenting information regarding the restored adult dental services and rate increases on Thursday, March 21, 2019 at 2:00 PM MST. (This has been rescheduled from January 2019)

Please stay tuned for the April WebEx! These trainings are typically held the third Thursday of every month at 2:00 PM MST.

Registration for all WebEx presentations can be found on the [WebEx Registration page at https://medicaidprovider.mt.gov/webex](https://medicaidprovider.mt.gov/webex).

For access to previous Training PowerPoints, please visit the [Training page at https://medicaidprovider.mt.gov/training](https://medicaidprovider.mt.gov/training).

*Submitted by Alyssa Clark
Field Rep
Montana Provider Relations*

Inside Provider Relations

The Provider Website

The Provider Website, <https://medicaidprovider.mt.gov> is your best reference guide for accurate claims submission to the Montana Healthcare Programs information.

Whether it's proposed changes to fee schedules or the latest announcements and provider notices, or if the Call Center happens to experience technical difficulties, or we have to close the office due to inclement weather, we will let you know by posting the information on the website. The Provider Website is also a great place to find answers to your questions. Fee schedules provide the answers to "Is it covered?" and "how much will I be reimbursed for?" The provider type manuals give you information on your responsibilities as a provider as well as billing instruction and common errors to avoid. The site search makes all of this pretty easy to locate too. We hope to save you that phone call or the frustration by sharing this resource, and its importance, with you as you continue to serve the members of Montana Healthcare Programs.

One of the best ways to ensure you are reviewing all the required information is to add reminders on your calendar. **Daily**, review announcements on the home page of the provider website and provider notices on your provider type page. **Weekly**, review fee schedules on your provider type page and the [new posts listing at https://medicaidprovider.mt.gov/newposts](https://medicaidprovider.mt.gov/newposts). **Monthly** review the [Proposed Fee Schedules Page at https://medicaidprovider.mt.gov/proposedfs](https://medicaidprovider.mt.gov/proposedfs), [Claim Jumper at https://medicaidprovider.mt.gov/cjnewsletters](https://medicaidprovider.mt.gov/cjnewsletters), [Training Page at https://medicaidprovider.mt.gov/training](https://medicaidprovider.mt.gov/training), and the manuals on your provider type page for any updates.

*Submitted by Kim Shipman
Interim Account Manager
Montana Provider Relations*

Recent Website Posts

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 (800) 624-3958 or (406) 442-1837 in Helena.

Provider Notices		
12/31/2018	Developmental Disabilities Program	New Developmental Disabilities Program Provider Type
January 2019 Fee Schedules		
72 Hour Presumptive, Adult Mental Health Medicaid, HCBS for Adults with SMDI, SUD Medicaid, SUD Non-Medicaid, MHSP,		
July 2018 Fee Schedules		
APR-DRG revised		
April 2018 Fee Schedules		
APR-DRG revised		
January 2018 Fee Schedules		
APR-DRG revised		
Forms		
Web Portal Link Request Form Revised, Prescription Drug PA Request Form Revised, Full Paper Enrollment Form Revised, Limited Paper Enrollment Form, Revised, Rendering-Only Paper Enrollment Form Revised		
Other Resources		
<ul style="list-style-type: none"> • 2019 Training Survey • Announcement and PDF of Mass Adjustment Schedule 		

WebEx Trainings

Children’s MH Outpatient Technical Assistance

Thursday, February 21, 2019, 2pm MST

Children’s MH Outpatient Technical Assistance

Thursday, March 21, 2019 2pm MST

Register Now!

Top 15 Claim Denial Reasons

Exception	December 2018	November 2018
RECIPIENT NOT ELIGIBLE DOS	1	1
REFILL TOO SOON	2	4
FILL TOO SOON	3	3
EXACT DUPLICATE	4	2
MISSING/INVALID INFORMATION	5	6
PA MISSING OR INVALID	6	5
RATE TIMES DAYS NOT = CHARGE	7	7
NDC MISSING OR INVALID	8	11
DRUG CONTROL CODE = 2 (DENY)	9	8
PASSPORT PROVIDER NO. MISSING	10	9
RECIPIENT COVERED BY PART B	11	10
PROC. CONTROL CODE NOT COVERED	12	12
PROVIDER TYPE/PROCEDURE MISMATCH	13	17
SLMB OR QI-1 ELIGIBILITY ONLY	14	13
DAYS SUPPLY MISSING	15	15

Key Contacts

Montana Healthcare Programs Provider Information
<https://medicaidprovider.mt.gov/>
Conduent EDI Solutions <http://edisolutionsmmis.portal.conduent.com/gcro>

Provider Relations
 MTPRHelpdesk@conduent.com
 P.O. Box 4936
 Helena, MT 59602
 (800) 624-3958 In/Out of state
 (406) 442-1837 Helena
 (406) 442-4402 Fax

Third Party Liability

P.O. Box 5838
 Helena, MT 59604
 (800) 624-3958 In/Out of state
 (406) 443-1365 Helena
 (406) 442-0357 Fax

Claims Processing

P.O. Box 8000
 Helena, MT 59604

EFT and ERA

Fax completed documentation to
 Provider Relations,
 (406) 442-4402.

Verify Member Eligibility

FaxBack (800) 714-0075 or
 Voice Response (800) 714-0060

POS Help Desk for Pharmacy

(800) 365-4944

Passport

(800) 362-8312

PERM Contact Information

KCronholm@mt.gov
 (406) 444-9365
 website: <http://dphhs.mt.gov/qad/PC/PERMPC>

Prior Authorization

OOS Acute & Behavioral Health
 Hospital, Transplant, Rehab &
 PDN:

(406) 457-3060 (Helena) or
 (877) 443-4021 (Toll Free)

Fax:

(406) 513-1923 Helena or
 (877) 443-2580 (Toll Free)
 MPQH – DMEPOS/Medical
 (406) 457-3060 Helena or
 (877) 443-4021

Fax:

(406) 513-1923 Helena or
 (877) 443-2580

Magellan Medicaid**Administration**

Phone: (800)770-3084 (opt 3)
 Fax: (800) 639-8982

**Please Remember to:
 Look for changes on
 the provider website...**

...Daily

**Announcements
 Provider Notices**

...Weekly

**Fee Schedules
 New Posts**

...Monthly

**Proposed Fee Schedules
 Claim Jumper
 Manuals
 Training**

...And Every Time You Bill