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Have Feedback?
Have Questions?

Take The Survey!

Upcoming Training

Billing 101
August 15, 2019
CSCT
September 19, 2019
CSCT
September 19, 2019
Optometric
October 17, 2019
FQHC/RHC
November 21, 2019
Audiology/Hearing Aids
December 19, 2019

Register Now

Inside Provider Relations

We are here to help.

We are focused on resolving your issues and making sure you're prepared for any upcoming changes. When contacting us please be assured that our goal is to resolve your issue with one contact, however, if the concern needs to be escalated, we have the support structure in place to work with you towards a resolution.

The call center is open 8:00 am to 5:00 pm, Monday - Friday. The best time to call is in the morning. If you have questions outside of our regular business hours, you can leave a message and we will return your call the next business day.

IVR (Interactive Voice Response) System: We offer detailed IVR support for automated responses to your claims and eligibility inquiries.

We have a new provider enrollment support email for enrollment general questions and support during the enrollment process. Please contact the enrollment team using the [new enrollment team email address, MTenrollment@conduent.com](mailto:MTenrollment@conduent.com). The new support email will improve response times and our focus on your enrollment questions.

Please [continue to use the more general email address, MTPRHelpDesk@conduent.com](mailto:MTPRHelpDesk@conduent.com) for general provider support concerns.

Please note that we cannot provide secured information over email including member or claims information.

*Submitted by Randy Fontaine
Provider Relations Manager
Montana Provider Relations*

Additional Services Reimbursed

Two more services have been added for reimbursement.

Certified Behavioral Health Peer Support Specialists (CBHPSS) are individuals with behavioral health disorder living in recovery who have been training and certified by the Board of Behavioral Health to assist others in recovery and wellness. Members with a SDMI or SUD diagnosis may receive individual peer support services from a certified peer support specialist. Prior Authorization is not required for this service.

In order to bill Montana Healthcare Programs, BHPS must be provided by

Services Continued from page 1

a Certified Behavioral Health Peer Support Specialist (CBHPSS), certified by the Montana Board of Behavioral Health (BBH) and provided by a licensed MHC, Federally Qualified Health Center, Rural Health Clinic, Urban Indian Health Center, or IHS Tribal 638).

Intensive Outpatient Services (IOP) – IOP is a bundled service for Substance Use Disorder (SUD). It is an intensive outpatient program that provides nine or more hours of structured programming per week (adults) or six or more hours per week (adolescents) to treat multidimensional instability

SUD Intensive Outpatient Services do not require prior authorization. Continued Stay Review requests are required after the first 60 billable days for up to 15 billable days. Services are limited to 4 days per week unless an exception is granted in advance.

Additional information can be found on the [Addictive & Mental Disorders Website](#) in the *AMDD Medicaid Services Provider Manual for SUD and Adult Mental Health*.

*Submitted by Betty Franklin
Medicaid Waiver & State Plan Program Officer
Addictive and Mental Disorders
DPHHS*

National Drug Code (NDC) Billing

As a reminder to providers, Montana Healthcare Programs require specific billing instructions for physician administered drugs. The Department has seen some common billing errors. These errors include missing NDCs, the wrong package size is submitted, or the outer packaging NDC is used rather than the inner packaging. Lastly, Healthcare Common Procedure Coding System (HCPCS) codes are not corresponding with the NDC. The department will only reimburse for drugs purchased from a rebatable manufacturer. [A list of these manufacturers](#) can be found on the provider website.

When a procedure code requires an NDC, Montana Healthcare Programs covers only those NDCs that are rebateable. An NDC is considered rebateable only if all of the following conditions are met: The drug is a Montana Healthcare Programs covered drug.

- The dispensed NDC is valid.
- The drug dispensed is **not** terminated.
- The drug is a product of an **eligible** manufacturer.
- The DESI indicator is **not** 5 or 6.

The NDC on the claim must be the NDC that was dispensed to the member.

If you have additional questions please contact [Kriston Lowe, DPHHS Drug Rebate Specialist at \[klowe@mt.gov\]\(mailto:klowe@mt.gov\)](#) or (406) 444-3457.

*Submitted by Kriston Lowe
Drug Rebate Specialist
DPHHS*

You Asked - We Answered

I keep hearing that I can call and get answers without waiting to speak to an agent at the call center. How do I do that?

The automated Interactive Voice Response (IVR) system provides information about member eligibility, payments, and claims seven days per week, 24 hours per day. *Note: The IVR number is not the same as the call center number.*

To use the IVR, call (800) 714-0060. Listen for the options and choose the corresponding number on your telephone.

- For all calls, be prepared to enter either your Montana Provider Information Number (PID) or National Provider Identification Number (NPI).
- You will also need the additional information listed under each of options below.

Option 1: Member Eligibility – verify member eligibility for date of service.

- Be prepared with the Member ID number

Option 2 – Provider Payment Information.

- Be prepared with the seven (7) digit Montana Healthcare Provider Number.

Option 3 - Claims status

- Be prepared with your claim ICN, Member ID, or Card Control Number.

Option 4 – Additional Information.

- This option will give you the FaxBack Number (800) 714-0075, website, and the option to speak with a live agent during regular business hours.

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.](mailto:MTPRHelpdesk@conduent.com)

Top 15 Claim Denial Reasons

Claim Denial Reason	June 2019	May 2019
RECIPIENT NOT ELIGIBLE DOS	1	1
REFILL TOO SOON.	2	2
FILL TOO SOON	3	3
EXACT DUPLICATE	4	6
MISSING/INVALID INFORMATION	5	4
PA MISSING OR INVALID	6	5
PASSPORT PROVIDER NO. MISSING	7	8
DRUG CONTROL CODE = 2 (DENY)	8	9
RATE TIMES DAYS NOT = CHARGE	9	7
NDC MISSING OR INVALID	10	10
PROC. CODE NOT COVERED	11	11
RECIPIENT COVERED BY PART B	12	13
DAYS SUPPLY MISSING	13	15
SLMB OR QI-1 ELIGIBILITY ONLY	14	18
DISPENSE AS WRITTEN	15	16

Recent Website Posts

Below is a list of recently published Montana Healthcare Programs 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

Date Posted	Provider Types	Provider Notice Title
06/06/2019	Licensed Professional Counselor, Mental Health Centers, PRTF, Psychiatrist, Psychologist, Social Worker, School-Based Services, Targeted Case Management (Mental Health), Therapeutic Foster Home, Therapeutic Group Home	Reminder – Comprehensive School and Community Treatment (CSCT) Summer Program Requirements
06/12/2019	Hospital Inpatient, Hospital Outpatient, CAH	Unlisted Billing Codes Reminder
06/21/2019	Pharmacy, Mid-Levels, Physicians	Electronic Prior Authorization Process for Suboxone Films for Medication Assisted Therapy
06/27/2019	All Providers	Cognitive Care Reimbursement
06/28/2019	CAH, Hospital Outpatient	Frequently Asked Hospital Laboratory Services Questions
07/02/2019	Family Planning Clinic, FQHC, Inpatient Hospital, Outpatient Hospital, ASC, RHC, Mid-Levels, Pharmacy, Public Health Clinics, Plan First	Montana Plan First – Update to Covered Code List
07/09/2019	Physician, Mid-levels, Pharmacy, HIS	Vaccine Administration by Pharmacists
07/10/2019	Physician, Mid-Levels, Outpatient Hospital, CAH	Consent for Sterilization Form

Fee Schedules

July 2019

Most provider types had new fee schedules posted effective July 1, 2019.

Revised Schedules

April 2019: OPPTS

Manuals

Prescription Drug Manual

Forms

- Federal Consent for Sterilization, Revised
- Burpenorphine/Naloxone MAT Attestation Form, Revised.

Other Resources

- Quarterly PDL
- Plan First July 2019 Service Codes
- July 2019 RBRVS
- Presumptive Eligibility New Training Dates

[New Enrollment email address – MTEnrollment@conduent.com](mailto:MTEnrollment@conduent.com)

Developmental Disabilities Program

MMIS Transition

Effective August 5, 2019, all developmental disabilities providers must utilize the MMIS for claims processing of services for the *0208 Comprehensive Services Waiver for Individuals with Developmental Disabilities*.

In order to submit claims for processing and payment of services, providers are required to enroll in Montana Healthcare Programs as a Developmental Disabilities Program (DDP) provider.

Please visit the [Montana Healthcare Programs Provider Enrollment website](#) to enroll and become a DDP provider.

MMIS trainings for DDP providers were held in Billings, Great Falls, Helena, and Missoula during the first part of June. Information related to the trainings can be found on the Developmental Disabilities Program's [MMIS Transition webpage](#).

Trainings for web portal claim entry were held in mid-July. Information related to the trainings can be found on the Developmental Disabilities Program's [MMIS Transition webpage](#).

Additional DDP Provider Type information can be found on the [Developmental Disabilities Program Providers website](#), including:

- DDP Provider Type Fee Schedule;
- DDP Provider Type Manual; and
- DDP Provider Notices.

*Submitted by Rebecca Corbett
Business Analyst, MPATH
DPHHS*

**Thank You for your ongoing service to
Montana Healthcare Programs Members
Your work is greatly appreciated.**

Key Contacts

Montana Healthcare Programs

Provider Information

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

Conduent EDI Solutions

<http://edisolutionsmmis.portal.conduent.com/gcroc/>

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

Email: 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