

Montana Healthcare Programs

Claim Jumper

Volume XXXIII, Issue 4, MAY 2018

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**WebEx's
YOU
WANT?**

**Take
the
Survey**

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](#).

CNI Advantage, PERM Medical Review Process Concluding

CNI Advantage (CNI) is completing their Payment Error Rate Measurement (PERM) medical record review process. All documents should be submitted to CNI by July 1st, 2018 in order for them to be received and reviewed prior to the cycle cutoff date, which is July 15th, 2018. If you have any outstanding documentation requests that need to be submitted, please submit them as described below. Failure to respond or provide all the requested documentation to CNI by the designated deadline will result in the State being cited with an error and a provider overpayment recovery will be established.

Electronic Submission of Medical Documentation (esMD)

Providers are encouraged to submit requested medical documentation via the Electronic Submission of Medical Documentation (esMD). [Information pertaining to esMD is available at <https://www.cms.gov/esMD>](#)

Fax

Place PERM Cover Sheet on top of each record submission. If your facility has more than one PERM request, please fax each record separately. Fax documents to one of the following numbers: (301) 417-8040 or (877) 619-7850

Mail

Place PERM Cover Sheet on top of each record submission. All documents must be complete and legible. Please do not staple or paper clip any pages together. If you choose to send the documentation on USB Flash Drive/CD/DVD, the file(s) must be encrypted. [Please submit the password via email to \[Encryption@permrc.com\]\(mailto:Encryption@permrc.com\)](#) and include the PERM ID in the subject line. Please note that USB flash drives cannot be returned to providers. Mail requested documentation to:

PERM Review Contractor
Attn: Medical Records Manager
CNI Advantage, LLC
1300 Piccard Drive, Suite 204
Rockville, MD 20850

Email

Option One: [Send Encrypted secure email to \[Records@permrc.com\]\(mailto:Records@permrc.com\)](#).
Option Two: [Send Encrypted file to \[Records@permrc.com\]\(mailto:Records@permrc.com\)](#) and contact PERM Customer Service Representatives at (301) 987-1100 to provide the file encryption password. If your facility has more than one PERM request, please email each record separately. Please include the PERM ID in the subject line. NOTE: CNI is not authorized to reimburse providers/suppliers for the cost of copying or mailing records.

If you have questions, please contact a PERM Customer Service Representative at (301) 987-1100 or [Krista Cronholm, DPHHS PERM Program Specialist](#), email KCronholm@mt.gov or telephone (406) 444-9365. .

Submitted by Krista Cronholm
DPHHS

Adult Mental Health and Substance Use Disorder Provider Information

Manual and Rule Effective Date

Due to the large number of comments received during MAR 37-835, and our desire to consider each comment carefully in finalizing this rule, AMDD has postponed the rule and manual effective date to **May 1, 2018**

Addictive and Mental Disorders Division (AMDD) will hold in-person/WebEx training sessions for Mental Health and Substance Use Disorder providers in Helena on April 23rd and 24th, 2018. Representatives will present on recent changes and updates effective May 1, 2018 (MAR 37-835). The training event will be held in room #137 at the Montana State Capitol building. A WebEx will be available for those providers who wish to attend by phone. One Mental Health and one Substance Use Disorder training will be provided each day. The training topics and materials are the same each day. Final agenda, with timeframes, and any pertinent handouts will be posted prior to the trainings on the [AMDD Website http://dphhs.mt.gov/amdd](http://dphhs.mt.gov/amdd). In addition, Conduent will host a provider training WebEx on April 26th covering the May 1, 2018 changes in brief.

*Submitted by Aaron Hahm
Medicaid State Plan Program Officer
Addictive and Mental Disorders Division
DPHHS*

Inside Provider Relations

Training Available - No Travel Required!

Happy Spring!

Usually, in our even numbered years, we are busy putting the finishing touches on the Spring Provider Fair here in Helena. Unfortunately, due to the state budget constraints imposed earlier this year, the Fair will not be held as you have heard. However, we would like to remind you that Conduent and DPHHS are still committed and available to offer provider training.

Through our collaboration with DPHHS we have come up with a solution that should save you travel time and money by offering monthly WebEx presentations on the same topics you would see at our onsite trainings or the Fair. This method of training is very simple. You simply register for the WebEx, then we send you a link for the event, and you get to enjoy the training from the comfort of your office chair! So if there is a topic you'd like to know more about, fill out the short [Training Survey](#) and let us know.

*Submitted by Julia Harris
Provider Relations Manager
Montana Provider Relations*

Field Rep Corner

WebEx Training Updates

WebEx Offerings

There will be two WebEx presentations in April. In addition to the April 19, 2018 Schools presentation announced last month, Addictive and Mental Disorders Division will also present a WebEx on April 26, 2018. AMDD will present a shortened version of their presentation from April 23rd and 24th. This shortened WebEx will be on the 26th at 2 PM. This will be a brief overview of the changes presented from earlier that week and highlight the changes being made to the program.

The May 17, 2018 presentation will be from the Surveillance and Utilization Review Section (SURS) by Jen Tucker

On June 21, 2018 Amber Sark will be presenting changes to the Passport and Team Care Programs. Please be sure to check the [Montana Healthcare Programs Provider Training Page](#) for registration and additional information about upcoming Web Ex presentations.

[Register directly on the WebEx registration page.](#)

2018 WebEx Schedule:

DATE	TOPIC
April 19, 2018	School-Based Services Program Update presented by Rena Steyaert <i>Concentrating on billing of Direct Care Services</i>
April 26, 2018	Addictive and Mental Disorders Update presented by Aaron Hahm <i>Shortened presentation of April 23 and 24 training.</i>
May 17, 2018	Surveillance and Utilization Review Section (SURS) presented by Jen Tucker
June 21, 2018	Passport Updates presented by Amber Sark
July 19, 2018	Topic TBD
August 16, 2018	Topic TBD
September 20, 2018	Topic TBD
October 18, 2018	Topic TBD
November 15, 2018	Topic TBD
December 20, 2018	Topic TBD

*Submitted by Dan Hickey
Field Representative
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 1.800.624.3958 or 406.442.1837 in Helena.

Provider Notices		
03/02/2018	LPC, Mental Health Center, Social Workers	Changes to Outpatient Psychotherapy for Youth
03/02/2018	Chemical Dependency	Substance Use Disorder Treatment Procedure Codes
03/02/2018	Physicians, Mid-Levels, Outpatient Hospital, FQHC, RHC	Physician Administered Drug Update
03/05/2018	Physicians, Mid-Levels, Outpatient Hospital, FQHC, RHC	Physician Administered Drugs Updated - Kymriah® and Fasenra® Criteria
03/05/2018	TCM (Non-Mental Health), FQHC	Eligibility and Care Team Updates
03/08/2018	Physicians, Mid-Levels, FQHC, RHC	Physician Administered Drugs Updated - SymponiAria® and Entyvio® Criteria
03/13/2018	Mental Health Centers, LPC, School-Based Services, Therapeutic Foster Care, Therapeutic Group Homes	PA for Genetics Testing for Youth Mental Health
03/14/2018	Outpatient Hospitals, Critical Access Hospitals	Elimination of Provider-Based Clinic Status - Revised
03/15/2018	Outpatient Hospitals, Critical Access Hospitals, IDTF, Physicians, Mid-Levels	CT of the Brain
03/15/2018	Outpatient Hospitals, Critical Access Hospitals, IDTF, Physicians, Mid-Levels	MRI of the Brain
03/15/2018	Physicians, Mid-Levels, Outpatient Hospitals, ASC	Criteria for Breast Reconstruction PA
Fee Schedules		
March 2018 Fee Schedules: APC, APR-DRG, Dental Hygienist, Dental Services, Denturist, DME, OPPS, Oral Surgeon, Substance Use Disorder (Medicaid), Substance Use Disorder (Non-Medicaid), TCM (Non-Mental Health)		
January 2018 Revised Fee Schedules: Ambulance, ASC, DME, FQHC/RHC, Mid-Levels, Psychiatrist, Physician,		
Forms		
MA-3		
Manuals Revised		
All Manuals had EDI links and MPQH telephone numbers updated. Ambulance, Dental Services, FQHC/RHC were revised.		
Other Resources		

- DUR-PDL Revised Agenda for March 28, 2018 meeting
- DUR Agenda for April 25, 2018 Revised
- DUR Meeting Minutes for February 28, 2018
- January 2018 Rebateable Labeler was revised
- IHS Agenda and Pharmacy and Training Materials
- Optometric FAQ Revised
- Prior Authorization Page - Physician Administered Drug and Revised/Added Criteria for Kymriah®, Fasenra®, pinraza®, Prolia®, Entyvio®, and SymponiAria®
- Training WebEx PowerPoint on the Training Page - Children's Mental Health Bureau
- HS/Tribal 635 Spring Training Registration is available
- Prior Authorization Page - Criteria for Breast Reconstruction Revised

Top 15 Claim Denial Reasons

Exception	March 2018	February 2018
PA MISSING OR INVALID	1	1
EXACT DUPLICATE	2	2
REFILL TOO SOON	3	2
MISSING/INVALID INFORMATION	4	6
RECIPIENT NOT ELIGIBLE DOS	5	4
PASSPORT PROVIDER NO. MISSING	6	5
DRUG CONTROL CODE =2 (DENY)	7	8
SUSPECT DUPLICATE	8	19
NDC MISSING OR INVALID	9	9
RATE TIME DAYS NOT = CHARGE	10	7
CLAIM INDICATES TLP	11	11
PROVIDER TYPE/PROCEDURE MISMATCH	12	22
RECIPIENT COVERED BY PART B	13	10
PROC. CODE NOT ALLOWED	14	12
DAYS SUPPLY MISSING	15	16

Key Contacts**Montana Healthcare Programs
Provider Information**

<http://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

**WebEx Training is
Available
Just Sign-up
and
Log-on!**