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Have
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Take The
Survey!

Upcoming Training

Psychology/Adult
Mental Health
August 20, 2020

Billing 101 &
Policy Updates
September 17, 2020

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Now

Outpatient Psychotherapy Limits

Montana DPHHS has implemented a number of Medicaid program changes to better support providers during the COVID-19 public health emergency and it is easy to miss some of the planned changes that have occurred. The Children's Mental Health Bureau has had some questions on one of the changes: outpatient psychotherapy limits.

The Children's Mental Health Bureau is reminding mental health providers billing for youth outpatient psychotherapy of the updated limits effective March 1, 2020. The limit has been increased from 10 sessions to 24 sessions. Currently, claims post a remark that the 10-session outpatient psychotherapy limit has been reached. However, claims will not be denied for reaching the 10-session limit and will be processed. Montana DPHHS will be updating the remark on remittance advices to stating a member has reached the 24-session limit. Please see below for further requirements.

For the first 24 patient sessions per state fiscal year:

The youth must have a recognized mental health diagnosis. See the [Children's Mental Health Medicaid Services Provider Manual](#) for SED diagnosis information.

Outpatient therapy services that **do not** count towards the 24 sessions are as follows:

- Psychiatric Diagnostic or evaluative interview procedures;
- Group psychotherapy;
- Outpatient psychotherapy with medication evaluation and management services;
- Pharmacological or medication management services;
- Central nervous system assessments/tests or psychological testing performed by a physician or psychologists;
- Outpatient therapy services provided as part of the CSCT service; and
- Psychotherapy crisis codes.

For sessions in excess of 24 per state fiscal year, youth must meet the SED criteria as described in this manual and all of the following:

- A family driven Individualized Treatment Plan (ITP) has been formulated on admission that identifies strength-based achievable goals and measurable objectives that are directed toward the alleviation of the symptoms and/or causes that led to the treatment. The response of the youth to treatment has been regularly documented, and revisions in the ITP are consistent with the clinical needs of the youth.

SURS Review Revelations

Comprehensive School and Community Treatment Services

The SURS unit has identified multiple provider records for Comprehensive School and Community Treatment (CSCT) services being billed and/or documented incorrectly. ARM 37.87.1803 holds the requirements for the criteria on the units of CSCT billed each month. It states, "The licensed or in-training mental health professional must provide at least 40 percent of the units billed by the team each month." This percentage applies to Montana Medicaid recipients only. Recipients with other insurance cannot be counted toward the 40 percent of units billed.

Also, ARM 37.106.1961 provides guidance on the requirements for written referrals and daily progress notes. The daily progress notes from each team member must document the individual therapy sessions and other direct services. Written referrals are required to be signed by the parent/legal guardian and document the reason for the referral.

Please review all applicable laws, rules, and written policies pertaining to CSCT services for Montana Medicaid to ensure accurate billing and documentation.

*Submitted by Jennifer Bergmann, CPIP, CPC
Lead Program Integrity Compliance Specialist
Quality Assurance Division*

Top 15 Claim Denials

Claim Denial Reason	JUNE 2020	MAY 2020
EXACT DUPLICATE	1	4
MISSING/INVALID INFORMATION	2	1
PA MISSING OR INVALID	3	3
RECIPIENT NOT ELIGIBLE DOS	4	2
RECIPIENT COVERED BY PART B	5	6
RATE TIMES DAYS NOT = CHARGE	6	5
SLMB OR QI-1 ELIGIBILITY ONLY	7	11
CLAIMSGUARD ONE E&M PER DOS	8	20
PROC. CODE NOT COVERED	9	8
PROVIDER TYPE/PROCEDURE MISMAT	10	14
PASSPORT PROVIDER NO. MISSING	11	7
REV CODE INVALID FOR PROV TYPE	12	10
CLAIM INDICATES TPL	13	15
SUSPECT DUPLICATE	14	9
REV CODE INVALID FOR PROV TYPE	15	12

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
06/18/2020	Physicians, Mid-Levels	P Codes Not Allowable in a Physician Setting and Not Eligible for Reimbursement
06/26/2020	Physicians, Mid-Levels, Pharmacy	Vaccine Administration by Pharmacists
07/02/2020	Pharmacy	New Required NCPDP Field
07/09/2020	FQHC, RHC	Medicare Telehealth Requirement – Procedure Code G2025
FEE SCHEDULES		
July 2020		
72-Hour, Ambulance, Audiology, Autism, CFC, Chiropractic (Children's), Dental Hygienist, Dental, Denturist, Direct Entry Midwife, DME Coversheet, Elderly and Physically Disabled - Big Sky Waiver Schedule, HCBS Adults with SDMI, Hearing Aid Services, Home Health, Home Infusion Services, IDTF, Indian Health Service, Laboratory Services, Medicaid MHSP Adult, Medicaid Mental Health Adult, Mental Health Youth, Mid-Levels, Mobile Imaging, Nutrition Services, Oral Surgeon, Optician, Optometric, Orientation and Mobility, Occupational Therapy, Optician, Optometric, PAS, Podiatry, Physical Therapy, Physician, Private Duty Nursing, Psychiatrist, Public Health, RBRVS, School-Based Services, Speech Therapy, Substance Use Disorder Chemical Dependency – Medicaid, Substance Use Disorder Chemical Dependency - Non- Medicaid, Targeted Case Management (Non Mental Health), Targeted Case Management (Behavioral Health), Transportation - Non-Emergency Specialized, Transportation - Personal and Commercial		
PROPOSED July 2020		
<ul style="list-style-type: none"> HMK Dental 		
MANUALS		
<ul style="list-style-type: none"> Prescription Drug Manual Hospital Inpatient AMDD Non-Medicaid Services Provider Manual for SUD and Adult Mental Health AMDD Medicaid Services Provider Manual for SUD and Adult Mental Health 		
ADDITIONAL DOCUMENTS POSTED		
<ul style="list-style-type: none"> July 2020 PDL July 2020 Quarterly Rebateable Labeler NCPDP Payer Sheet Update New Page for all RBRVS Links 		

Registration Is Open

July – December 2020 Monthly Online Provider Trainings

[Register on the Provider Website](#)

Psychology / Adult Mental Health
August 20, 2020 (1 hour)

Billing 101 / Policy Updates
September 17, 2020 (2 hours)

SURS Training
October 15, 2020 (1 hour)

Dental/Ortho Training
November 19, 2020 (1 hour)

Nursing Home/Swing Bed Training
December 17, 2020 (1 hour)

There's a Resource for That!

Where Can Members Get Answers?

Montana Healthcare Programs and their rules can be complicated and confusing to some members and they often ask a trusted professional such as their provider or their provider's office staff to give them information. There are two quick resources you can refer those members to that are designed for member use.

- **The Member Help Line.** The member help line is operated weekdays except holidays from 8am to 5pm. The phone number for the help line is **(800) 362-8312**.
- **The DPHHS Website Member Page.** The DPHHS Website has a page specifically for members to get information on coverage. Included on the page are links to providers, the Member guide, the Nurse First Advice Line, Member Education and Updates, and how to report fraud, abuse and waste.

The link for the member page is:

<https://dphhs.mt.gov/MontanaHealthcarePrograms.aspx>

Outpatient Psychotherapy Limits

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- (b) The youth and family, if applicable, have demonstrated investment in the therapeutic alliance and have agreed to the goals/objectives of the ITP.
- (c) Progress toward treatment goals has occurred as evidenced by measurable reduction of symptoms or behaviors that indicate continued responsiveness to treatment.
- (d) A discharge plan has been formulated and regularly reviewed and revised. It must identify specific target dates for achieving specific goals and defines criteria for conclusion of treatment.

Review all applicable [Administrative Rules of Montana](#) on the Secretary of State's website and the [Children's Mental Health Bureau Medicaid Services Provider Manual](#) for complete language pertaining to outpatient psychotherapy for youth and Serious Emotional Disturbance (SED) diagnosis and functional impairment requirements.

To better assist providers in determining if a youth qualifies for Medicaid-eligible mental health services, the Children's Mental Health Bureau has posted the [Montana Scale for Children/Adolescents with Serious Emotional Disturbance \(SED\) Checklist on our website](#). This tool aligns with the requirements found in our manual. The use of this tool is optional.

If you have any questions, please contact the Children's Mental Health Bureau at (406) 444-4545.

*Submitted by Christine White
CMHB Program Officer
DPHHS*

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
MTPRHelpdesk@conduent.com
Enrollment Email:
MTErollment@conduent.com
P.O. Box 4936
Helena, MT 59602
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 or (888) 772-2341 Fax

Conduent EDI Solutions

<https://edisolutionsmmis.portal.conduent.com/gcro/>

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

(406) 457-9542

PERM Contact Information

Email:KCroholm@mt.gov
Telephone: (406) 444-9365
Website:
<https://dphhs.mt.gov/qad/PC/PERMPC>

Prior Authorization

OOS Acute & Behavioral Health
Hospital, Transplant, Rehab, PDN,
DMEPOS/Medical,
& Behavioral Health Reviews
(406) 443-0320 (Helena) or
(800) 219-7035 (Toll Free)