

In This Issue

- DME - Using CMN and DIF Forms
- The Training Page
- New Behavioral Health Service
- Registration Is Open
- Top 15 Denial Reasons
- Recent Website Posts
- Key Contacts

Have
Feedback?
Have
Questions?

Take The
Survey!

Upcoming Training

Billing 101 &
Policy Updates
September 17, 2020

Dental/Ortho
Training
October 15, 2020

Register
Now

Field Rep Corner

Thinking About Buying or Selling a Business or Starting Your Own Private Practice?

Purchasing NPI - If your business is purchasing an active NPI enrolled with Montana Healthcare Programs

- A new application will be required if tax ID information is changing.
- Claims cannot be processed until the enrollment is complete.
- All information on the National Plan & Provider Enumeration System (NPPES) will need to be updated prior to enrollment application submission. [This information can be accessed at https://nppes.cms.hhs.gov/#/](https://nppes.cms.hhs.gov/#/).
- Some provider types require state approvals including mandatory site visits. This will add to the processing time.

Selling NPI - If you are selling your NPI to either an active or inactive Montana Healthcare Programs Provider

- Notify Provider Relations in writing 30 days prior to the date of the sale.
- After the sale is complete, claims must not be submitted with the old provider information.
- Please contact Provider Relations at (800) 624-3958 or [email: MTenrollment@conduent.com](mailto:MTenrollment@conduent.com) to help facilitate the transition.

Pharmacy Specific Requirements - Pharmacy business changes can be critical due to the high-volume nature of pharmacy claims. The following should be updated prior to enrolling

- NCPDP number needs to be current. If purchasing a NCPDP number, the purchase agreement documentation will need to be made available to Provider Relations.
- DEA number needs to be updated.

Changing Ownership - Transition between Individual and Organization owners

- The same rules apply if transitioning between individual and organizational ownership. Because tax information is changing, a new application will need to be submitted.
- Please contact Provider Relations to help facilitate the change.

Keep in mind that these rules also apply to providers currently enrolled and working for a facility, who decide to start their own private practice. In order to ensure payment for services under your private practice; your new enrollment must be approved before you begin seeing members.

SURS Review Revelations

Durable Medical Equipment CMN and DIF Forms

It has come to the attention of SURS that there is some confusion regarding Durable Medical Equipment (DME) Certificate of Medical Necessity (CMN) forms and DME Information Forms (DIF). The CMN and DIF forms assist in gathering information to document the medical necessity and other coverage criteria for DME items.

The items that require a CMN form are Oxygen, Pneumatic Compression Devices, Osteogenesis Stimulators, Transcutaneous Electrical Nerve Stimulators (TENS), and Seat Lift Mechanisms. A DIF form is required for External Infusion Pumps and Enteral & Parenteral Nutrition.

The CMN forms are broken into specific sections that require either the supplier and/or physician to complete and sign. CMN forms Sections A and C are completed by the supplier and Sections B and D are completed by the physician. The DIF forms are only completed and signed by the suppliers. -

Completing these forms accurately helps ensure services will be appropriately rendered to avoid any interruption in care. A signed order and CMN or DIF form must be in the member's file before submitting claims for payment.

The specific coverage criteria information for items that require either a CMN or DIF form can be found at:

- **Noridian Criteria:** <https://med.noridianmedicare.com/web/jddme/education/supplier-manual> and
- **Montana Healthcare Programs Criteria:** <https://medicaidprovider.mt.gov/manuals/durablemedicalequipmentprostheticsorthoticsandmedicalsuppliesmanual>

The CMN and DIF forms can be found at:

- **Noridian Form:** <https://med.noridianmedicare.com/web/jddme/forms> and
- **Montana Healthcare Programs Form:** <https://medicaidprovider.mt.gov/forms>

*Submitted by Sandy Snyder
Program Integrity Compliance Specialist
Quality Assurance Division*

Registration Is Open

July – December 2020 Monthly Online Provider Trainings

[Register on the Provider Website](#)

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

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

SURS Training
October 15, 2020 (1 hour)

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

New Behavioral Health Service

Effective October 1, 2020

Members who have been diagnosed with Major Depressive Disorder by a licensed physician or psychiatrist may be eligible to receive additional treatment that will now be covered by Montana Healthcare Programs effective October 1, 2020.

Transcranial Magnetic Stimulation (TMS) is a noninvasive procedure for treatment-resistant depression that uses magnetic fields to stimulate nerve cells in the brain to improve symptoms of depression. The use of this treatment will be an alternative when medication trials are not working and/or the side effects of medication is intolerable for the member.

This service may be provided by a Montana Licensed Physician or Psychiatrist with the required training and equipment to provide TMS. Medical necessity criteria and service requirements for TMS must be met for claim approval and reimbursement.

For additional information, please see the [AMDD Medicaid Services Provider Manual for SUD and Adult Mental Health, Effective July 1, 2020 \(Includes proposed changes to become effective October 1, 2020\)](#), or contact **Betty Franklin**, Medicaid Waiver & State Plan Program Officer, AMDD, email betty.franklin@mt.gov or telephone (406) 444-4926.

*Submitted by Betty Franklin
Medicaid Waiver & State Plan Program Officer
AMDD
DPHHS*

Top 15 Claim Denials

Claim Denial Reason	JULY 2020	JUNE 2020
MISSING/INVALID INFORMATION	1	2
EXACT DUPLICATE	2	1
PA MISSING OR INVALID	3	3
RECIPIENT NOT ELIGIBLE DOS	4	4
RATE TIMES DAYS NOT = CHARGE	5	6
PROC. CODE NOT COVERED	6	9
RECIPIENT COVERED BY PART B	7	5
CLAIM INDICATES TPL	8	12
PROVIDER TYPE/PROCEDURE MISMATCH	9	10
SLMB OR QI-1 ELIGIBILITY ONLY	10	7
PROC. CODE NOT ALLOWED	11	13
PASSPORT PROVIDER NO. MISSING	12	11
PROCEDURE/AGE MISMATCH	13	22
SUSPECT DUPLICATE	14	14
REV CODE INVALID FOR PROV TYPE	15	15

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
07/17/2020	All Provider Types	Medicaid Reimbursement and Court Ordered Services
07/17/2020 Revised 08/10/2020	CAH, Hospital Outpatient, Mid-Levels, Physicians	Physician Administered Drug (PAD) Prior Authorization (PA) Requests
07/20/2020	FQHC, Home Support Services, LCP, Mental Health Centers, Mid-Levels, Partial Hospitalization Program, PRTF, Physicians, Psychologist, RHC, School-Based, Services, Social Worker, TCM – Mental Health, Therapeutic Foster Home, Therapeutic Group Home	Reminder – Outpatient Psychotherapy Limits
07/20/2020 Revised 08/11/2020	All Provider Types	Provider Relief Fund General Allocation
07/27/2020	Family Planning Clinics, Hospital Inpatient, Hospital Outpatient, CAH, ASC, FQHC, RHC, IHS, Mid-Levels, Pharmacy, Physician, Public Health Clinic, Plan First	Additional Covered Code, Covid-19 Testing
07/28/2020	Mental Health Centers	Expanded Behavioral Health Services for Adults
FEE SCHEDULES		
Proposed July 2020	Dialysis Clinic	
Proposed October 2020	APR-DRG, Adult Mental Health	
July 2020	Ambulance, Autism, Big Sky Waiver, CFC, Children’s Chiropractic, Dental Hygienist, Dental Services, Denturist, Direct Entry Midwife, EPSDT, HCBS, Home Health, IDTF, Lab Services, Mid-Levels, Mobile Imaging, Nursing Facilities, Nutritionist, Optician, Optometric, Oral Surgeon, Orientation & Mobility (EPSDT), PASS, Physical Therapy, Physician, Podiatry, Private Duty Nursing, Public Health Services, TCM Non-Mental Health, Transportation (Non- Emergency Specialized Services), Transportation (PCS)	
Revised July 2020	Dental, Hospital Inpatient, Hospital Outpatient, Mid-Levels, Occupational Therapy, Physical Therapy, Physician, Podiatry, Psychiatrist, School-Based Services	
Revised January 2020	Mid-Levels	
ADDITIONAL DOCUMENTS POSTED		
<ul style="list-style-type: none"> Overview and Access Guide for Seeking Provider Relief Funding from HHS Allocation to Medical Providers Nursing Facility Online Staffing Report 	<ul style="list-style-type: none"> July 2002 Billing and Policy 101 Training PowerPoint FES Part C PowerPoint for DDP Providers 	

There's a Resource for That!

The Training Page: More Than Just Upcoming Trainings!

Monthly online provider trainings help providers and billers stay abreast of best methods for billing Montana Healthcare Program so claims are paid quickly and efficiently. Some trainings such as SURS and Billing 101 are offered frequently while others for specific providers are only offered every year or two. When new billing staff are introduced to your office, an important page to show them is the [Training Page](#) on the provider website.

In addition to listing upcoming trainings, the Training Page also provides the notes and contact information from recent trainings. Reviewing the notes may help new staff find information for submitting claims in general as well as claims related to the specific practice they are billing for.

General information notes include session from Billing 101, SURS, Third-Party Liability, MATH Portal Navigation, and Provider Website Navigation. Program-specific information available includes PERM, W9-1099 Fiscal Training, Audiology, FQHC/RHC, Optometric, CSCT, DDP, Dental, and CMHB.

[The link for the Training Page is
https://medicaidprovider.mt.gov/training](https://medicaidprovider.mt.gov/training)

Field Rep Corner

Continued from page 1

Contacting Provider Relations ahead of time allows us to help you through the process. We can assist with selecting the correct enrollment type, ensuring all documentation is in order and coordinating the timing of changes to your buy/sell date. This could also prevent costly and timely steps necessary to resolve issues after the fact, loss of income due to disputes or serious tax implications.

Thank you for all you do to service our members.

*Submitted by Deb Braga
Field Rep
Montana Provider Relations*

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)