



MONTANA HEALTHCARE PROGRAMS NOTICE

May 1, 2020

FQHC, RHC, IHS/Tribal 638 Providers

Effective March 19, 2020

Telephone Services – Revenue Code 982

Effective March 19, 2020, revenue code 982 has been added as an option for reimbursement of medically necessary telephone services rendered by the distant provider during the COVID-19 pandemic. Reimbursement for revenue code 982 is paid at the facility specific PPS rate for FQHC/RHC providers or the all-inclusive rate for IHS/Tribal 638 providers.

The Department does not require that revenue code 982 be submitted for all telephone services provided by the distant provider. Providers are still required to utilize the most appropriate revenue and procedure codes for services rendered. Revenue code 780 will continue to be appropriate for reimbursement of the originating site.

All denied claims with a date of service on or after March 19, 2020, submitted with revenue code 982 and procedure codes 99442-99444 will be reprocessed through a mass adjustment. There is no action needed from the provider.

As a reminder, the service provided must also be within the provider's scope of licensure.

Contact Information

FQHC and RHC Program Officer at (406) 444-7018 or

IHS/Tribal 638 Program Officer at (406)444-5778

[For claims questions or additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email \[MTPRHelpdesk@conduent.com\]\(mailto:MTPRHelpdesk@conduent.com\).](#)

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)