

In This Issue

Provider Services
Portal

Recent Website
Posts

Top 15 Denial
Reasons

Upcoming
Trainings

Upcoming Training

Provider Services
Module
January 20, 2022

Outpatient
Therapy
February 17,
2022

Therapy Services
March 17, 2022

Register Now

MPATH Provider Services Portal Is Live!

Montana Healthcare Programs is excited to announce the MPATH Provider Services Module had its official launch Monday, December 13, 2021. The MPATH Provider Services Portal is now available!

The MPATH Provider Services Portal offers providers the ability to enroll, maintain/update their records, and upload enrollment and other supporting documents online. The MPATH Provider Services portal offers a host of additional self-service features including claim status inquiry, access to view and download remittance advices, payment summary information, upload bulk HIPAA transactions, a provider directory, and a claims entry option to create claim templates and submit claims online including online adjustments!

Key Dates, Activities, and Upcoming Learning Opportunities

- A recorded training from a Nursing Facilities provider training held December 16, 2021, has been posted to the Training page of the Provider Information website for those who were unable to attend.
- Beginning January 2022, the Department and Conduent will offer monthly trainings. Visit the [Training page](#) for upcoming training dates.
- Access to pre-recorded sessions will be made available for providers who are unable to attend the monthly training.
- The Montana Access to Health web portal will continue to offer access to payment summary and remittance advices through January 31, 2022.

Stay tuned for upcoming announcements regarding the MPATH Provider Services Portal.

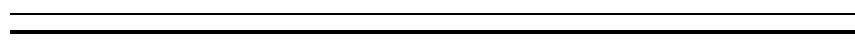
*Submitted by Shellie McCann
Medicaid Systems Operations Manager
DPHHS*

Recent Website Posts

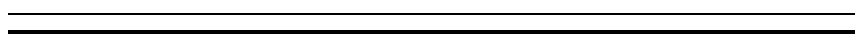
Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#).

PROVIDER NOTICES		
Date Posted	Provider Types	Provider Notice Title
11/22/2021	FQHC and RHC	Clinical Pharmacist Practitioner
12/02/2021	Psychologist	Psychometrics Performed by a Psychometrist Under Psychologist Supervision
12/09/2021	Mental Health Centers	Temporary Medicaid Youth Mental Health IOP Services
12/10/2021	All Providers	New Provider Services Portal
12/13/2021	Nursing Facilities	MPATH Provider Services Portal Nursing Facilities Enrollment Information
12/15/2021	All Providers	Health Behavior Assessment and Intervention Billing Codes
FEE SCHEDULES		
January 2021		
January 2021 Temporary IOP Medicaid Mental Health for Youth Fee Schedule		
July 2021		
July 2021 DME Fee Schedule		
July 2021 Medicaid Mental Health for Adults Fee Schedule Revised		
July 2021 Temporary Medicaid Mental Health for Youth Fee Schedule		
October 2021		
Proposed October 2021 DME Fee Schedule		

ADDITIONAL DOCUMENTS POSTED
<ul style="list-style-type: none"> • November 2021 DURB Meeting Minutes • Preferred Drug List • MAT Form Updated • FHQC and RHC Manual Updated



Thank you
 for the care and support of Montana Healthcare
 Programs members that you provide.
 Your work is appreciated!



Top 15 Claim Denials

Claim Denial Reason	November 2021	October 2021
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
PROC. CODE NOT COVERED	5	7
RECIPIENT COVERED BY PART B	6	5
RECIPIENT NOT ELIGIBLE DOS	7	6
PROVIDER TYPE/PROCEDURE MISMATCH	8	14
PROC. CODE NOT ALLOWED	9	10
CLAIM INDICATES TPL	10	8
REV CODE INVALID FOR PROV TYPE	11	17
INVALID CLIA CERTIFICATION	12	13
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	13	11
PROCEDURE/AGE MISMATCH	14	18
DEPRIVATION CODE RESTRICTED	15	21

Upcoming Monthly Online Trainings

Trainings are available at no cost to providers and billers. Registration is available on the [Training Page](#) of the Provider website. All trainings are at 2pm on the date listed unless otherwise specified.

New Provider Services Module

Thursday, January 20, 2022

Outpatient Therapy

Thursday, February 17, 2022

Therapy Services

Thursday, March 17, 2022

Nursing Homes

Thursday, April 21, 2022

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
MTPRHelpdesk@conduent.com
Enrollment Email:
MTErollment@conduent.com

P.O. Box 4936
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 or (888) 772-2341
Fax

Provider Enrollment

Enrollment Email:
MTErollment@conduent.com

P.O. Box 89
Great Falls, MT 59403

Conduent EDI Solutions

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

Third Party Liability

Email:
MTTPL@conduent.com
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

Becky Yancy
Email: Rebecca.Yancy@mt.gov
(406) 444-9365

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)