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The Nurse First Advice Line Is Ending

Beginning April 1, 2022, due to decreased utilization and the current contractor exiting the nurse advice line marketplace, the Nurse First Advice Line will no longer be available to Montana Healthcare Programs members.

We ask that if members have any questions or concerns regarding their health, they contact their primary care provider. If it is an emergency, dial 911.

*Submitted by Krista Pratt
HMK Program Officer
DPHHS*

SURS Revelations

Medical Records – When More Isn't Always Better

The Surveillance Utilization Review Section (SURS) unit has noticed several providers are submitting more medical records than requested for review. The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule contains a key protection called the *minimum necessary standard* for disclosing protected health information (PHI). The premise is only the necessary PHI should be disclosed when requested.

For example, if a request is made for date of service January 1, 2022, and the provider sends the recipient's complete file including *all* service dates, this discloses more information than is necessary for the review, thus violating the minimum necessary standard section of HIPAA.

PHI should not be used or disclosed when not properly requested or necessary. Per the minimum necessary standard: ***The Privacy Rule generally requires covered entities to take reasonable steps to limit the use or disclosure of, and requests for, protected health information to the minimum necessary to accomplish the intended purpose.***

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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
01/12/2022	Ambulance	Multiple Transports on the Same Day
01/13/2022	SDMI	Change in Billing Provider Type for SDMI Waiver Providers
01/14/2022	All Providers	Montana Healthcare Programs Support Services Holiday Closures
01/18/2022	Hospital Outpatient, Mid-Level Practitioner, and Physician	Billing for Preventive Medicine Counseling
01/27/2022	Applied Behavior Analysis Services	Applied Behavior Analysis Services State Plan Amendment Approved
02/02/2022	IHS, Mid-Level Practitioner, Pharmacy, and Physician	Dose Limitations for Gabapentinoids
02/08/2022	Mid-Level Practitioner, Pharmacy, and Physician	Vaccine Administration by Pharmacists

FEE SCHEDULES

August 2021

August 2021 Applied Behavior Analysis Services Fee Schedule

October 2021

October 2021 ASC Fee Schedule

January 2022

January 2022 ASC Fee Schedule

January 2022 APC Fee Schedule

January 2022 OPPS Fee Schedule

ADDITIONAL DOCUMENTS POSTED

- January 2022 MPATH Provider Services Module Training Presentation
- Presumptive Eligibility Income Calculation Tool
- Draft Montana Medicaid Applied Behavior Analysis Services Manual
- ABA Services Intent to Initiate Treatment Form
- ABA Services Additional Units of Service Request Form
- ABA Services Provider Transfer Request Form
- ABA Services Required Document Components Checklist Form
- February 2022 DURB Agenda
- SURS Self-Audit Protocol Revised

SURS Revelations*Continued from page 1*

If you receive a request for medical records and are unsure what to provide, please reach out to the requestor to clarify. For more detailed information on the minimum necessary standard, please refer to the HHS guidance material titled [Minimum Necessary Requirement](#).

*Submitted by Rachel Savage
Program Integrity Compliance Specialist
Office of the Inspector General
Surveillance Utilization Review Section*

Top 15 Claim Denials

Claim Denial Reason	January 2022	December 2021
EXACT DUPLICATE	1	3
MISSING/INVALID INFORMATION	2	1
PA MISSING OR INVALID	3	2
PROVIDER SPECIALTY/PROC MISMATCH	4	14
RECIPIENT COVERED BY PART B	5	6
RECIPIENT NOT ELIGIBLE DOS	6	7
PROVIDER TYPE/PROCEDURE MISMATCH	7	8
RATE TIMES DAYS NOT = CHARGE	8	4
CLAIM INDICATES TPL	9	10
PROC. CODE NOT COVERED	10	5
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	11	12
INVALID CLIA CERTIFICATION	12	21
REV CODE INVALID FOR PROV TYPE	13	15
DEPRIVATION CODE RESTRICTED	14	13
PROC. CODE NOT ALLOWED	15	11

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

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://edisolutionsmimis.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)