

## In This Issue

Provider Services  
Portal News

PERM

Top 15 Denial  
Reasons

Recent Website  
Posts

## Upcoming Training

FQHC and RHC  
May 19, 2022

SURS  
June 16, 2022

Billing 101  
July 16, 2022

**Register Now**

## Provider Services Portal News

### Changes Requiring a Technical Service Ticket

Many changes previously requiring Provider Services staff involvement can now be done by the Provider or Provider Designee, including changes to licensure, address, telephone numbers, banking, and contact information, and more.

However, there are changes that **do** require technical staff, including:

- Tax ID changes (during re-enrollment)
- Updating the Legal Name of an organization (for providers enrolled prior to 12/13/2021)
- Ownership percentage changes (for organization/group enrollments only)
- Changing current enrollment from a pay-to provider to a rendering Provider or vice versa.

These types of changes tend to take additional processing time. Providers can email [MTEnrollment@conduent.com](mailto:MTEnrollment@conduent.com) for questions related to enrollment, [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com) for maintenance inquiries or call (800) 624-3958. Ask your Conduent representative for the Technical Helpdesk ticket associated with your request.

### Provider Revalidation

Providers have had many questions about revalidation. The most common questions are answered below.

#### What is revalidation?

Revalidation is intended to “refresh” or “update” your information on record with Montana Healthcare Programs.

#### Why do I have to revalidate my information?

To comply with the Patient Protection and Affordable Care Act, Section 6401(a) and 42 CFR 455.414, Montana Healthcare Programs now requires all actively enrolled providers and suppliers to revalidate the enrollment information on file every 3 to 5 years, depending on provider type and risk level.

*Continued on page 4.*

## Payment Error Rate Measurement (PERM)

The PERM program measures improper payments in Medicaid and CHIP and produces error rates for each program. The error rates are based on reviews of the fee-for-service (FFS), managed care, and eligibility components of Medicaid and CHIP in the fiscal year (FY) under review. It is important to note the error rate is not a fraud rate but simply a measurement of payments made that did not meet statutory, regulatory, or administrative requirements.

The Reporting Year (RY) 2021 PERM cycle, which looked at SFY 2020 claims, wrapped up and results have been posted. The most common errors identified were:

- Provider records did not support the number of units billed.
- Provider records did not contain provider's signature.
- Provider documentation did not support the claim.

The RY 2024 PERM cycle will be kicking off in the coming months. Information will be shared as it becomes available. You may visit the CMS website, <https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Improper-Payment-Measurement-Programs/PERM>, for more information on the PERM program.

**Providers – DPHHS thanks you for your responses to the PERM program and for the wonderful work you do!**

*Submitted by Becky Yancy  
PERM Program Support  
Office of Inspector General*

## Top 15 Claim Denials

Claim Denial Reason	March 2022	February 2022
MISSING/INVALID INFORMATION	1	1
RATE TIMES DAYS NOT = CHARGE	2	4
PA MISSING OR INVALID	3	2
EXACT DUPLICATE	4	3
PROC. CODE NOT COVERED	5	5
RECIPIENT COVERED BY PART B	6	7
PROVIDER TYPE/PROCEDURE MISMATCH	7	10
PROVIDER SPECIALTY/PROC MISMATCH	8	6
PROCEDURE/AGE MISMATCH	9	19
RECIPIENT NOT ELIGIBLE DOS	10	9
PROC. CODE NOT ALLOWED	11	8
CLAIM INDICATES TPL	12	12
REVENUE CODE NOT COVERED	13	20
DEPRIVATION CODE RESTRICTED	14	13
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	15	17

## Recent Website Posts

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

<b>PROVIDER NOTICES</b>		
Date Posted	Provider Types	Provider Notice Title
03/22/2022	Optometric	Billing Update for Bandage Contact Lenses
03/29/2022	All Providers	Nurse First Advice Line Services Ending
04/01/2022	Inpatient Hospital	Billing Instructions for Split Eligibility Coverage
04/05/2022	Chemical Dependency	Resumption of Prior Authorizations and Continued Stay Reviews for SUD Clinically Managed High Intensity Residential Treatment (ASAM 3.5)
<b>FEE SCHEDULES</b>		
January 2021		
January 2021 School-Based Services Fee Schedule Revised		
July 2021		
July 2021 School-Based Services Fee Schedule Revised		
January 2022		
January 2022 Optometric Fee Schedule Revised		
January 2022 OPPS Fee Schedule Revised		
January 2022 IHS Fee Schedule		
January 2022 Laboratory Services Fee Schedule Revised		
April 2022		
Proposed April 2022 DME Fee Schedule		
<b>ADDITIONAL DOCUMENTS POSTED</b>		
<ul style="list-style-type: none"> <li>• CMP Application Instruction and Information Revised</li> <li>• April 2022 DURB Meeting Agenda</li> <li>• School-Based Services Manual updated</li> <li>• March 2022 DURB Meeting Minutes</li> <li>• Passport Manual Updated</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly Rebateable Manufacturers Updated</li> <li>• Tribal Health Improvement Program Manual Updated</li> <li>• Presumptive Eligibility Income Calculation Tool</li> <li>• Electronic Funds Transfer (EFT) Authorization Agreement Updated</li> </ul>	

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

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## Provider Services Portal News

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### When can I revalidate?

On December 13, 2021, Montana Healthcare Programs began sending revalidation notices to providers who were due for provider revalidation. The letters specify a due date. Montana Healthcare Programs is extending the required revalidation date for any provider who has received a revalidation notice. This extension is primarily due to a known system issue that is creating challenges for some providers when trying to revalidate. Providers should not attempt to revalidate their provider information at this time. Notices will be posted when the online revalidation feature is working properly.

Providers will be given a minimum of 90 days to complete revalidation activities once notification has occurred.

### When to Access the MPATH Provider Services Portal

As additional features become available on the MPATH Provider Services Portal, knowing which portal to access for a given situation may not always be clear.

The table below simplifies when to access the MPATH Provider Services Portal and when to access the MATH Portal:

MPATH Provider Services Portal	MATH Portal
Account Administration (Manage Users)	Manage users
Bulk HIPAA Transactions	Upload HIPAA transactions
Create claim templates	
Find a Provider	
Inquire on claim status	Member eligibility inquiry
Member search (claim inquiry only; eligibility inquiry navigates user to the MATH Portal)	
Provider enrollment (document upload)	
Provider file maintenance and updates (document upload)	
Provider profile	
Submit original claims and claim adjustments	
View Correspondence History	
View/Download Remittance Advice and Payment information	View or download remittance advice or provider payment summary or view e!SOR

*Submitted by Shellie McCann  
Medicaid Systems Operations Manager  
DPHHS*

## Key Contacts

**Montana Healthcare Programs**

### Provider Relations

General Email:  
MTPRHelpdesk@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

Attach completed form online to your updated enrollment or mail completed form to Provider Services.

P.O. Box 89  
Great Falls, MT 59403

### 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)