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## Provider Services Portal News Updating Provider Licenses

When an out-of-state provider receives their license reminder letters, they may receive up to three letters – one at 30-, 60-, and 90-days.

This is a reminder for providers to log into the MPATH Provider Services Portal and initiate an update for licensure. Licensure will need to be added at each location level. This can be done two ways:

1. If the current license has not expired and the license number is the same, the provider can simply extend the expiration date on the license.
2. If the current license has passed its expiration date and the license number is the same, the provider will need to use the Add button to create an additional line and enter the license information with the Begin Date **one day after the prior expiration date**. For example, if the license expired 09/30/2022, the Begin Date would be 10/01/2022.

Once licensure is updated, navigate to the Enrollment Units (EUs) and validate that the current license is listed. If there are multiples, the primary radio button for the license is selected and displays a solid center.

*Submitted by Denise Juvik  
MPATH Providers Services Project Manager  
DPHHS*

## BHDD Changes to Mental Health and SUD Treatment Programs Effective October 1, 2022

The Behavioral Health and Developmental Disabilities (BHDD) division has adopted changes to support implementation of the Healing and Ending Addiction through Recovery and Treatment (HEART) initiative. The HEART initiative establishes a comprehensive continuum of care to address Montana's behavioral health needs.

The HEART initiative represents the state's commitment to expand coverage and promote access to prevention, crisis intervention, treatment, and recovery services for eligible Montanans receiving services from mental health and substance use disorder (SUD) treatment programs.

Changes include but are not limited to:

- Amended the state approval for SUD providers to clearly distinguish between prevention providers, individual licensed addiction counselors and facilities licensed by the state's Office of Inspector General (OIG);
- Amended the Crisis Stabilization policy to include a Crisis Receiving Program to better align with the [Crisis Now](#) model Policy 450;
- Amended the Program of Assertive Community Treatment (PACT) and Montana Assertive Community Treatment (MACT) policies to ensure that service delivery adheres to national best practices Policy 455 and 460;
- Added two new levels of care; and
- Amended SUD levels of care to align with the American Society of Addiction Medicine (ASAM) criteria to ensure that service delivery adheres to a nationally accepted set of guidelines and standards.

These changes will allow BHDD to expand the behavioral health continuum of care and ensure consistency in the delivery of these services.

Changes made to the BHDD Medicaid Provider Manual for SUD and Adult Mental Health and the BHDD Non-Medicaid Provider Manual were effective 10/01/2022. Corresponding fee schedules were amended to reflect the changes, including procedure codes and rates that are effective 10/01/2022.

The manual policies and fee schedules can be found on the [program home page](#) in the menu on the right under Utilization Management and Review Training (manuals) and Services (fee schedule).

*Submitted by Rena Steyaert  
BHDD State Plan & Waiver Program Officer*

## 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
09/19/2022	ASC, CAH, Family Planning Clinic, FQHC, IHS, Inpatient Hospital, Mid-Level Practitioner, Outpatient Hospital, Pharmacy, Physician, Public Health Clinic, and RHC	New Plan First Covered Code
09/19/2022	Family Planning Clinic, FQHC, Hospital Outpatient, Mid-Level Practitioner, Physician, Public Health Services, and RHC	Vaccines for Children (VFC) Code Update
<b>FEE SCHEDULES</b>		
July 2022		
July 2022 Lab Services Fee Schedule REVISED		
October 2022		
October 2022 SUD Medicaid Fee Schedule		
October 2022 SUD Non-Medicaid Fee Schedule		
October 2022 Mental Health for Adults Fee Schedule		
October 2022 Non-Medicaid Goal 189 Fee Schedule*		
October 2022 Non-Medicaid Mental Health Crisis Services Fee Schedule*		
*These new fee schedules are found under the new Non-Medicaid Mental Health Adults 18 and over tab on your provider type page.		
<b>ADDITIONAL DOCUMENTS POSTED</b>		
<ul style="list-style-type: none"> <li>• September 2022 Optometric Training Presentation</li> <li>• CSCT Contractor/Team Change Replacement</li> <li>• Montana Medicaid PDL Updated</li> <li>• IHS Passport to Health Training</li> <li>• September 2022 IHS Tribal Training Agenda</li> <li>• ABA Manual Updated</li> <li>• ABA Telehealth Exception Request</li> <li>• Medicaid Nursing Facility Add-On Rate Request Form Updated</li> <li>• Quarterly Rebateable Manufacturers Updated</li> <li>• Medicaid Administrative Claiming (MAC) Coordinators Guide</li> <li>• Medicaid Administrative Claiming (MAC) Financial Data Guide</li> <li>• Medicaid Administrative Claiming (MAC) Time Study Guide</li> </ul>		

## Top 15 Claim Denials

Claim Denial Reason	September 2022	August 2022
MISSING/INVALID INFORMATION	1	2
PA MISSING OR INVALID	2	1
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
RECIPIENT COVERED BY PART B	5	5
PROC. CODE NOT COVERED	6	6
RECIPIENT NOT ELIGIBLE DOS	7	7
PROVIDER TYPE/PROCEDURE MISMATCH	8	8
CLAIM INDICATES TPL	9	10
PROCEDURE IS NOT ALLOWED FOR ENTERED PLACE OF SERVICE	10	37
PROC. CODE NOT ALLOWED	11	9
DEPRIVATION CODE RESTRICTED	12	11
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	13	12
RENDERING NOT REQUIRED	14	22
SUSPECT DUPLICATE	15	26

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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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## 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  
Voice Response (800) 714-0060

### Pharmacy POS Help Desk

(800) 365-4944

### Passport

(406) 457-9542

### PERM Contact Information

Email: HeatherSmith@mt.gov  
(406) 444-4171

### 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)