

In This Issue

- Upcoming Changes
- New Member Guide
- Elimination of Co-Payments
- MT Promoting Interoperability
- Field Rep Corner
- Top 15 Denial Reasons
- Recent Website Posts
- Key Contacts

**Have Feedback?
Have Questions?**

Take The Survey!

Upcoming Training

**W-9/1099-MISC Fiscal
February 20, 2019**

**Billing 101
March 19, 2019**

**Hospitals
April 16, 2020**

**SURS
May 21, 2020**

**PERM
June 18, 2019**

Register Now

Upcoming Changes for Montana Healthcare Programs Providers *What You Need To Know*

The Department of Public Health and Human Services (DPHHS) will be rolling out several changes to the Montana Healthcare Programs IT infrastructure over the next few years. A key early part of this change is a new provider services solution coming later this year. The new “Provider Services Module” includes a modern web-based Provider Enrollment Portal and the ability to update your provider information online.

In the upcoming months, DPHHS will be sending out communications to providers with more detail regarding the timing and functionality of the Provider Services Module. In addition, DPHHS will provide training opportunities and give providers the opportunity to participate in question and answer sessions with the Department.

Modernizing the Montana Healthcare Programs IT infrastructure will bring significant benefits to Montana taxpayers, members, and providers. In particular, the new provider enrollment, and self-service capabilities that the Provider Services Module delivers will make access to Montana Healthcare Programs tools and services more effective and efficient for all Montana providers. We are excited to introduce innovative new tools to enhance provider interactions with DPHHS. We greatly value your input and your support is critical for the upcoming system changes to be successful.

Thank you in advance for your participation and cooperation.

*Submitted by Mary LeMieux,
Project Manager
Medicaid Systems Support Program*

New Member Guide Available

The January 2020 Medicaid and Healthy Montana Kids *Plus* Member Guide is now available.

The electronic version is available at
<https://dphhs.mt.gov/Portals/85/hrd/documents/MedicaidMemberGuide2020.pdf>.
Paper versions may be ordered from mikal.moore@conduent.com.

Elimination of Co-Payment Reminder

Effective January 1, 2020, all claims paid will no longer post a copayment amount. This change applies to any covered service under Montana Medicaid or Medicaid Expansion.

Individual and Mass Adjustment Requests

For claims paid in 2019 and adjusted in 2020, no copayment will be assessed. The elimination of copayment applies to all claims paid on or after January 1, 2020. Therefore, a refund may be due to the member if copayment was assessed and collected. It is the providers responsibility to refund members.

Medicaid Expansion Premiums

This change does not affect premium responsibilities for those members who owe premiums.

HMK Benefit

Those individuals receiving Healthy Montana Kids benefits will still be required to pay a copayment.

Adult Dental Benefit

The \$1,125 dental treatment services cap for Adult members with Standard Medicaid Benefits has not changed. Covered anesthesia, dentures, diagnostic and preventative services do not count toward the dental treatment cap. It is important to note children age 0-20 and adults determined categorically eligible for Aged, Blind, and Disabled Medicaid are not subject to the \$1,125 annual dental treatment limit.

Adult members are responsible to pay for non-covered dental services and any dental treatment services received above the annual \$1,125 limit.

Please contact your program officer if you have any additional questions.

Submitted by Val St. Clair
Hospitals Program Officer
DPHHS

Montana's Promoting Interoperability Program

The Montana Promoting Interoperability Program-PIP (formally known as the EHR Program) Program Year 2019 is open for attestation submissions from January 1, 2020 and will close on March 31, 2020. As we move into Stage 3 of participation in the program the use of EHR System is held to the highest standards and Providers are expected to be meet these measurements set forth by CMS. It is very important that you know and understand these objectives and measures as it is your responsibility to make sure you have met them. Here is a link to CMS's website where you can find specific information on the rules and requirements for PY2019: <https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/2019ProgramRequirementsMedicaid>. You may also find updated information on the MT Provider Outreach Page at <http://mt.arraincentive.com/>.

Submitted by Jessica Brown
EHR PIP Coordinator
DPHHS

Field Rep Corner

W-9/1099-MISC

This quarter of the year, information about taxes can overwhelm us with rules, emails, trainings, advertisements, and reminders. In that mix, Montana Healthcare Programs also has required reporting requirements. Accurate and up-to-date tax forms are vital for accurate reporting and claims processing. To help providers understand the required forms, February 2020 training will address provider reporting requirements.

On February 20, 2020, Jessica Brown from the DPHHS Fiscal Department will offer an important, free, online training “W-9 & 1099-MISC”. This free training will help you comply with the Montana Healthcare Programs’ requirements. In addition to reviewing the required forms, Jessica will review how to fix errors, how to make changes to information on file, and the relationship between Tax ID, provider enrollment, claims processing, payments, and the 1099.

Join this important 1-hour workshop by visiting the [Training Registration page](#) of the provider website.

If you have a suggestion on a topic or area you would like us to consider for upcoming trainings, please let us know by completing a [short survey](#).

*Submitted by Deb Braga
Field Rep
Montana Provider Relations*

Top 15 Claim Denial Reasons

Claim Denial Reason	November 2019	October 2019
RECIPIENT NOT ELIGIBLE DOS	1	1
MISSING/INVALID INFORMATION	2	4
EXACT DUPLICATE	3	2
PA MISSING OR INVALID	4	3
RATE TIMES DAYS NOT = CHARGE	5	5
DRUG CONTROL CODE = 2 (DENY)	6	6
PASSPORT PROVIDER NO. MISSING	7	7
PROC. CODE NOT COVERED	8	8
NDC MISSING OR INVALID	9	11
RECIPIENT COVERED BY PART B	10	9
DAYS SUPPLY MISSING	11	10
SLMB OR QI-1 ELIGIBILITY ONLY	12	12
REV CODE INVALID FOR PROV TYPE	13	17
CLAIM DATE PAST FILING LIMIT	14	22
CLAIM INDICATES TPL	15	13

Recent Website Posts

Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#). On the website, select “Resources by Provider Type” in the left menu to locate information specific to your provider type. If you cannot locate the information below, contact Provider Relations at (800) 624-3958 or (406) 442-1837 in Helena.

Provider Notices

Date Posted	Provider Types	Provider Notice Title
12/17/2019	Pharmacy	Guidance for Pharmacies Billing Prescriptions for Members in Psychiatric Residential Treatment Facilities (PRTF)
12/26/2019	Indian Health Service, Mid-Levels, Pharmacy, Physician	Prior Authorization Criteria for Atypical Antipsychotics for Children 7 Years of Age and Under
12/27/2020	All Providers	Elimination of Co-Payments
01/03/2020	FQHC, Indian Health Service, Mid-Levels, Pharmacy, Physician, RHC	Changes to Hepatitis C Treatment Criteria
01/10/2020	All Providers	Co-Payment Assessed in Error for January 6, 2020 Payment

Manuals

Audiology, CAH, DME , FQHC/RHC , General , Home Infusion, Hospital Inpatient, Hospital Outpatient, Indian Health Service, Nutrition, Optometric, Orientation and Mobility, Passport, Prescription Drug, Private Duty Nursing, Schools, Therapy Services

Fee Schedules

Proposed January 2020:

Ambulance, Dental Hygienist, Dental Services, Denturist Services, Direct Entry Midwife, DME, Hearing Aid Services, IDTF, Laboratory Services, Mid-Level Services, Mobile Imaging Services, Oral Surgeon, Optician, Optometric, Podiatry, Physician, Psychiatrist, Public Health Services, RBRVS

Forms

Hepatitis C Prior Authorization Form, Passport Disenrollment Form, Team Care Referral Form, Team Care Member Change Form,

Additional Documents Posted

- Online Training Audiology PowerPoint
- Optometric/Eyeglasses FAQ Revised
- Pharmacy DUR Agenda for January 2020
- Quarterly Rebateable Labelers

There's A Resource For That!

Introducing New Staff to the Provider Website

Anytime you hire new staff, there is always a learning curve – from how to navigate multiple systems to what time the mail goes out. Here is a quick list of places to start them out with on the Provider Website.

1. **The Provider Website Address is:**
<https://medicaidprovider.mt.gov>
2. On the home page, have them pay particular attention to:
 - Announcements at the top
 - MATH Portal link
 - Resources by Provider Type link
 - Site Index
 - Gray buttons at the bottom following the announcements.
3. **The New Provider Information Page.**
 - Some of the information on this page is for the provider only, however the majority is a list of actions billing staff should do as well.
 - Items on this page include bookmarking necessary pages, registering for the Claim Jumper, and registering for trainings.
4. Check specific pages on a regular basis. It is a good idea to set up a calendar reminder!
 - Daily
 - Announcements
 - Provider Notices
 - Weekly
 - Fee Schedules
 - New Posts
 - Monthly
 - Proposed Fee Schedules
 - Claim Jumper
 - Manuals
 - Training

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email: MTPRHelpdesk@conduent.com
Enrollment Email: MTEnrollment@conduent.com
P.O.Box 4936
Helena, MT 59602
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 Fax

Conduent EDI Solutions

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

Third Party Liability

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

Email: KCroholm@mt.gov
Telephone: (406) 444-9365
Website: <https://dphhs.mt.gov/qad/PC/PERMPC>

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)