Claim Jumper

MONTANA DPHHS — *Healthy People. Healthy Communities.* Department of Public Health & Human Services

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Have Feedback? Have Questions?

Take The Survey!

Upcoming Training

PERM
June 18, 2020

Billing 101 & Policy Updates
July 16, 2020

Register Now

SURS Audit Revelations

Dental Behavior Management Services

SURS uses the American Dental Association CDT coding guidelines and definitions when reviewing medical records and billing patterns. CDT code D9920 (Behavior Management, by report), is a reimbursable service by Montana Medicaid when extraordinary effort is documented in the patient's medical record.

The American Dental Association (ADA) defines "Behavior Management" in the ADA Glossary of Dental Clinical and Administrative Terms as "Techniques or therapies used to alter or control the actions of a patient who is receiving dental treatment. Examples include the use of a papoose board, education or anxiety relief techniques."

In addition, the ADA defines "By Report" as "A written description of the service provided that is prepared when the term "by report" is included in the procedure code nomenclature; may be requested by a third-party to provide additional information for claims processing."

Behavior Management (D9920) is billed in 15-minute increments, this time-based code allows up to 4 units per visit and a max of 12 units per year. As with all services this must be documented sufficiently in the patient record to support the billed services. (ARM 37.85.414) The General Information for Providers Manual states, "A service must take at least 8 minutes to bill one unit of service if the procedure has "per 15 minutes" in the description.

CDT code D9920 (Behavior Management, by report), states this code is not for billing services that merely take "extra time" without additional reporting.

In summary, when billing Behavior Management (D9920) the patient record must include:
- The reason the Behavior Management services were required.
- The Behavior Management technique or therapies used.
- The duration of the Behavior Management services provided.

Helpful Dental Links:

- ADA Glossary of Dental Clinical and Administrative Terms
- Montana Healthcare Programs General Information for Providers Manual
- Dental Fee Schedule
- Montana Healthcare Programs Dental Services Manual

Submitted by Scott Sala
Program Integrity Compliance Specialist
Quality Assurance Division, DPHHS

Field Rep Corner

Training and Information to Meet Providers' Needs

Thank you for all you do for our members, especially in these trying times. We appreciate all the additional effort being put forth to ensure our members continue to receive services. We are here to support you. Please check the Home page of our website frequently for policy change provider notices due to the COVID-19 pandemic.

Because of those changes as well as upcoming changes scheduled for later this year, we have added two additional Billing 101 / Policy Update trainings on July 16 and September 17. Please join us to keep abreast of policies and procedures that are intended to make billing go as smoothly as possible for you.

Those who joined us for the March Billing 101 training may have noticed that the format and content was a little different than prior trainings. It focused primarily on new billers and where to locate information necessary to submit claims, adjustments, and remits. It is the goal of Provider Relations to evolve this training to best meet your needs. With that in mind, I am asking for your suggestions. Please use the Survey to let us know what you would like to learn in the monthly trainings. We welcome requests for more information on a specific topic or "How do I…" questions. Those questions and the answers will be incorporated into training sessions. The box below will take you to the survey. Thank you for your help – we are all in this together!

Training Survey

Below is a list of upcoming monthly trainings. All trainings are scheduled on Thursdays at 2pm Mountain Time. To register for training, please visit the Training Page on the provider website.

Month	Date	Topic	Presenter
June	06/18/2020	PERM	Krista Cronholm Program Specialist Quality Assurance Division, DPHHS
July	07/16/2020	Billing 101 / Policy Updates	Deb Braga Field Rep Provider Relations
August	08/20/2020	Psychology/Adult Mental Health	Betty Franklin Medicaid Waiver & State Plan Program Officer, AMDD, DPHHS
September	09/17/2020	Billing 101 / Policy Updates	Deb Braga Field Rep Provider Relations
October	10/15/2002	SURS	Jen Tucker SURS Supervisor, DPHHS

Submitted by Deb Braga
Field Rep
Montana Provider Relations

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
04/15/2020	Pharmacy	2020 Annual Montana Dispensing Fee Survey (Revised)
04/21/2002	Dental, IHS/Tribal 638, FQHC, RHC	Dental Telemedicine Notice
04/22/2020	All Providers	Suspension of Prior Authorizations or Continued Stay Reviews, Prior Authorization FAQ
04/23/2020	CAH, IDTF, Hospital Outpatient, Mid-Levels, Physician	Elimination of Prior Authorization and Criteria Requirements for MRI of the Head and CT of the Brain
04/24/2020	Mental Health Centers, Therapeutic Group Homes	Changes to Youth Community-Based Psychiatric Rehabilitation and Support Services
04/27/2020	All Providers	Non-Covered Services Agreement Policy Change
04/28/2020	All Providers	Temporary Suspension of the PCP Referral Requirement
04/30/2020	All Providers	National Correct Coding Initiative Announcement
05/01/2020	DDP	Developmental Disabilities 0208 Comprehensive Waiver Providers
05/01/2020	FQHC, IHS/Tribal 638, RFC	Telephone Services – Revenue Code 982
05/14/2020	All Providers	Case Management Temporary Revision

Fee Schedules

PROPOSED July 2020

A list Proposed July 2020 Fee Schedules is available on the Proposed Fee Schedule Page of the provider website.

April 2020 Fee Schedules

Medicaid Mental Health Youth, Community Based Psychiatric Rehabilitation & Support and Extraordinary Needs Aide Services, OPPS, APC

January 2020 Fee Schedules - Revised

Dental Hygienist, IHS/ Tribal 638

July 2019 Fee Schedules - Revised

IHS/ Tribal 638

Manuals

CAH, DME, FQHC/RHC, Hospital Outpatient, School-Based Services, Therapies

Additional Documents Posted

Top 15 Claim Denial Reasons

Claim Denial Reason	APRIL 2020	MARCH 2020
RECIPIENT NOT ELIGIBLE DOS	1	1
EXACT DUPLICATE	2	4
MISSING/INVALID INFORMATION	3	2
PA MISSING OR INVALID	4	3
PASSPORT PROVIDER NO. MISSING	5	6
RATE TIMES DAYS NOT = CHARGE	6	5
RECIPIENT COVERED BY PART B	7	8
PROC. CODE NOT COVERED	8	7
PROVIDER TUPE/PROCEDURE MISMAT	9	15
SLMB OR QI-1 ELIGIBILITY ONLY	10	11
PROC. CODE NOT ALLOWED	11	10
CLAIM INDICATES TPL	12	12
REV CODE INVALID FOR PROVIDER TYPE	13	14
PROCEDURE/AGE MISMATCH	14	20
SUSPECT DUPLICATE	15	22

There's a Resource for That!
Information 24/7

It seems most information these days is online or on the telephone and none of us want to spend any more time than we need to trying to find information. Our Interactive Voice Response System (IVR) can provides information about member eligibility, payments, and claims seven days per week, 24 hours per day. Here's how:

- Have your Montana Provider Information Number and/or your NPI available as well as the information under the options below.
- Call Provider Relations at (800) 624-3958.
- When the system answers, choose Option 7.

- On the next menu, select one of the following options:

OPTION 1: Last 5 PAYMENTS
You will need: Your 7 digit Montana Healthcare Provider Number
OPTION 2: CLAIMS STATUS
You will need: The ICN, Member ID, or Card Control Number
OPTION 3: MEMBER ELIGIBILITY
You will need: The date of service and the Member ID Number
OPTION 4: PROVIDER APPLICATION STATUS
You will need: Your NPI
OPTION 5: VALIDATE PROVIDER NUMBER
You will need: Your NPI
OPTION 6: GET EDI HELP
You will need: Your NPI
OPTION 7: WEB PORTAL PASSWORD RESET
You will need: Your NPI & User ID

We appreciate the work you do at all hours of the day and night to serve Montana Healthcare Program members. The IVR is there to help you get the information you need when you need it.

Temporary COVID-19 Changes

In order to help providers continue to safely care for members during this time, a list of documents is currently maintained on the home page of the provider website. The documents explain temporary changes for providers related to COVID-19 and are updated as new information for providers is available. Prior to billing, please review these documents on your provider type page and check the update log section of your manual to learn if your manual was updated with policy information you need.

Web Posts – Additional Recent Documents Posted
Nursing Facility Documents Updated: • Updated CPM Project Table • Civil Money Penalties Program COVID-19 Application • Civil Monetary Penalties (CMP) Awardees • CMP COVID-19 Grant information • MDS 3 Letter Updated • Montana Medicaid Lien & Estate Recovery Programs Flyer Revised Enrollment Documents Updated • New Electronic Funds Transfer (EFT) Authorization Agreement • Full Enrollment Packet Revised EDI Information: • New Links – All EDI Links are now H TT P S://   instead of H TT P:// • EDI Submitter Packet – Revised Presumptive Eligibility • New training dates are available Pharmacy DUR • New Agenda, Meeting Materials, and Minutes

Your services to our members during this challenging time is greatly appreciated. Thank you for your ongoing dedication.

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 or (888) 772-2341 Fax

Conduent EDI Solutions
https://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)