

In This Issue

- Provider Outreach
- Help Us Help You
- Updates to Mental Health Services
- Top 15 Denial Reasons
- Recent Website Posts
- There's a Resource For That!
- Registration Is Open
- SURS Resource Revelations
- Key Contacts

Have
Feedback?
Have
Questions?

Take The
Survey!

Upcoming Training

Billing 101 &
Policy Updates
July 16, 2020

Psychology/Adult
Mental Health
August 20, 2020

Register
Now

Provider Outreach – Big Changes on the Horizon

Montana Healthcare Programs is planning to release an exciting new web-based Provider Services portal. The provider self-service portal gives providers a single point of access to enroll with Montana Healthcare Programs, add, update, and maintain their provider information, and access information and tools that they need to efficiently serve Montana Healthcare Programs members.

The Provider Services portal offers Montana Healthcare Programs providers a dynamic provider enrollment application and maintenance utility that collect information required by Federal and State regulations specific to their provider type and specialty.

The portal allows providers to upload necessary documentation to support their enrollment instead of mailing supporting documentation, which tends to delay the enrollment process. Other provider self-service portal features include a provider locator, a claims entry and submission tool, which allows providers to submit their claims through the portal. Providers can inquire on the status of their claims, access current and historical payment summary information and view and download remittance advices.

Stay tuned for upcoming announcements on the new provider self-service portal release date and provider training opportunities!

*Submitted by Shellie McCann
Interim MMIS Project Director
DPHHS*

Help Us Help You

Please use the [Survey](#) to let us know what you would like to learn in the monthly trainings. Provider Relations welcomes 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.

[Training Survey](#)

Updates to Adult Mental Health Services

Home & Community-Based Services (HCBS) for Severe Disabling Mental Illness (SDMI) and the Program of Assertive Community Treatment (PACT) programs have both been expanded to meet the ever-changing needs of members with Severe Disabling Mental Illness (SDMI). These program changes were made to better align with Centers for Medicare & Medicaid Services (CMS) guidelines and to offer members additional treatment options.

The codes and rates for Home & Community Based Services for Adults with Severe and Disabling Mental Illness can be found on *Fee Schedules - HCBS for Severe and Disabling Mental Illness (SDMI)* link under the [Home and Community Based Services](#) provider type on the [Montana Healthcare Programs Provider Information Website](#).

The codes and rates for the adult mental health services can be found on the *Fee Schedules – Medicaid Mental Health Adults 18 & Over* link under the [Mental Health Center](#) provider type on the [Montana Healthcare Programs Provider Information Website](#).

Information pertaining to the amendments on provider and service requirements for the PACT programs can be found on the [Addictive & Mental Disorders Website](#) in the *AMDD Medicaid Services Provider Manual for Substance Use Disorder and Adult Mental Health, effective July 1, 2020*.

*Submitted by Betty Franklin
AMDD Program Officer
In collaboration with DPHHS Health Resources Division*

Top 15 Claim Denials

Claim Denial Reason	MAY 2020	APRIL 2020
MISSING/INVALID INFORMATION	1	3
RECIPIENT NOT ELIGIBLE DOS	2	1
PA MISSING OR INVALID	3	4
EXACT DUPLICATE	4	2
RATE TIMES DAYS NOT = CHARGE	5	6
RECIPIENT COVERED BY PART B	6	7
PASSPORT PROVIDER NO. MISSING	7	5
PROC. CODE NOT COVERED	8	8
SUSPECT DUPLICATE	9	15
CLAIM INDICATES TPL	10	12
SLMB OR QI-1 ELIGIBILITY ONLY	11	10
REV CODE INVALID FOR PROV TYPE	12	13
CLAIM DATE PAST FILING LIMIT	13	27
PROVIDER TYPE/PROCEDURE MISMAT	14	14
PROC. CODE NOT ALLOWED	15	11

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
06/11/2020	FQHC, IHS/Tribal 638, RFC	SUD Billing Reminder
06/18/2020	All Providers	National Correct Coding Announcement
Fee Schedules		
PROPOSED July 2020		
<ul style="list-style-type: none"> Montana Medicaid Nursing Facility Per Diem Rates Montana Medicaid Nursing Rates – Quality Component In-State Add-On Fee Schedule for Nursing Facility and Swing Beds 		
PROPOSED July 2020 - Revised		
<ul style="list-style-type: none"> 72-Hour MHSP SUD Non-Medicaid 		
January 2020 Fee Schedules - Revised		
<ul style="list-style-type: none"> Mid-Levels Physician 		
October 2019 Fee Schedules - Revised		
<ul style="list-style-type: none"> APR-DRG 		
Additional Documents Posted		
<ul style="list-style-type: none"> Updated CMP Application and Instructions for Nursing Facilities FAQ for Suspension of Prior Authorizations or Continued Stay Reviews and Clinic Requirements for some Medicaid Programs Monthly Provider Trainings posted through December 2020 May 2020 DUR Minutes 		

Registration Is Open

July – December 2020 Monthly Online Provider Trainings

[Register on the Provider Website](#)

- **Billing 101 / Policy Updates**
July 16, 2020 (2 hours)
- **Psychology / Adult Mental Health**
August 20, 2020 (1 hour)
- **Billing 101 / Policy Updates**
September 17, 2020 (2 hours)
- **SURS Training**
October 15, 2020 (1 hour)
- **Dental/Ortho Training**
November 19, 2020 (1 hour)
- **Nursing Home/Swing Bed Training**
December 17, 2020 (1 hour)

There's a Resource for That!

Where Else Could Information Be?

The [Provider Website](#) is intended as a one-stop location for most necessary provider information. Every [provider type](#) page contains manuals, Medicaid rules and regulations, fee schedules, provider notices, and additional resources. Several provider types have additional information for providers posted on the DPHHS website. Below is a chart of those provider types with both the links for the Medicaid Provider website and the DPHHS website.

Provider Type	Medicaid Provider Website	DPHHS Website
Adult Mental Health	https://medicaidprovider.mt.gov/59	<ul style="list-style-type: none"> https://dphhs.mt.gov/amdd/mentalhealthservices
Autism	https://medicaidprovider.mt.gov/76	<ul style="list-style-type: none"> https://dphhs.mt.gov/dsd/developmentaldisabilities/DDPAutism
Big Sky Waiver (HCBS)	https://medicaidprovider.mt.gov/28	<ul style="list-style-type: none"> https://dphhs.mt.gov/sltc/csb#147868309-montana-big-sky-waiver-program https://dphhs.mt.gov/hcbs
Children's Mental Health	https://medicaidprovider.mt.gov/28	<ul style="list-style-type: none"> https://dphhs.mt.gov/dsd/CMB
Community First Choice (CFC) and Personal Assistance Services (PAS)	https://medicaidprovider.mt.gov/12	<ul style="list-style-type: none"> https://dphhs.mt.gov/sltc/csb/provider#287023989-community-first-choice---personal-assistance-services
Developmental Disabilities Program (DDP)	https://medicaidprovider.mt.gov/82	<ul style="list-style-type: none"> https://dphhs.mt.gov/dsd/developmentaldisabilities Rates/Fee Schedules and Manual: https://dphhs.mt.gov/dsd/developmentaldisabilities/DDPratesinf https://dphhs.mt.gov/hcbs
SDMI (HCBS)	https://medicaidprovider.mt.gov/28	<ul style="list-style-type: none"> https://dphhs.mt.gov/amdd/mentalhealthservices/severedisablingmentalillness-sdmi-homeandcommunitybased-hcbs-waiverprogram https://dphhs.mt.gov/hcbs
Substance Use Disorder (SUD)	https://medicaidprovider.mt.gov/32	<ul style="list-style-type: none"> https://dphhs.mt.gov/amdd/substanceabuse
Target Case Management for Youth with SED	https://medicaidprovider.mt.gov/60	<ul style="list-style-type: none"> https://dphhs.mt.gov/dsd/cmb/targeted-case-management Rates/Fee Schedules: https://dphhs.mt.gov/dsd/developmentaldisabilities/DDPratesinf
Targeted Case Management Non-Mental Health	https://medicaidprovider.mt.gov/29	<ul style="list-style-type: none"> https://dphhs.mt.gov/dsd/developmentaldisabilities/DDPratesinf Rates/Fee Schedules: https://dphhs.mt.gov/dsd/developmentaldisabilities/DDPratesinf

SURS Review Revelations

“If It’s Not Documented, It Didn’t Happen”

It’s the mantra that everyone has heard dozens of times. These seven words are not only used to protect against potential lawsuits, it encourages healthcare providers to strive for better clinical documentation. Complete, accurate, timed, dated and signed documentation leads to less billing errors and better revenue. Montana Medicaid understands that it’s near impossible to log every single action, conversation and every encounter in this fast-paced world of medicine. The key to excellent documentation is the ability to know what is relevant to document and summarize to effectively communicate to other healthcare providers, billers, coders, and patients.

Many individual Medicaid provider types have documentation guidance available. Additionally, the Federal Register, ARM 37.85.414, General Medicaid Manual, Centers for Medicare and Medicaid Services (CMS), and the Office of Inspector General (OIG) have general guidelines for documentation of medical records. See the links below.

Federal Register: Vol. 65, No. 194 / Thursday, October 5, 2000 / Notices pg. 59440:
<https://www.gpo.gov/fdsys/pkg/FR-2000-10-05/pdf/FR-2000-10-05.pdf>

Administrative Rules of Montana (ARM):
<http://mtrules.org/>

General Information for Providers Manual:
<https://medicaidprovider.mt.gov/manuals/generalinformationforprovidersmanual>

CMS.gov Program Integrity: Documentation Matters Toolkit:
<https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/documentation-matters.html>

OIG Health Care Fraud Prevention and Enforcement Action Team (HEAT) provider compliance training; Importance of Documentation under Webcast Modules:
https://oig.hhs.gov/newsroom/video/2011/heat_modules.asp

Help take the guessing game out of record keeping and be confident in your documentation. Use the resources above, along with specific guidance for your Medicaid provider type, and continue to apply the mantra “If It’s Not Documented, It Didn’t Happen” in your daily work.

*Submitted by Lori Beniger,
 LPN Program Integrity
 Specialist Quality Assurance
 Division DPHHS*

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)