

## In This Issue

- Montana State Registry
- Cross Links
- Enrollment Tips
- Registration Is Open
- Top 15 Denial Reasons
- Youth TCM Program Changes
- Recent Website Posts
- Key Contacts

Have  
Feedback?  
Have  
Questions?

Take The  
Survey!

## Upcoming Training

Dental/Ortho  
Training  
November 19, 2020

Nursing Home /  
Swing Bed  
Training  
December 17, 2020

Register  
Now

## Montana State Level Registry

The Montana State Level Registry (SLR) will open for Program Year 2020 for Eligible Professionals (EPs) and Groups from December 1, 2020 through February 28, 2021.

### What to Expect for Program Year 2020?

- EPs can continue through 2021 if they have previously attested and been paid at least once in any program year prior to and including 2016.
- All participants must attest to Meaningful Use (MU) Stage 3. No attestations will be accepted for Adopt, Implement or Upgrade (AIU).
- Beginning with program year 2019 through the end of the program, EPs must use 2015 Edition certified EHR technology. The 2015 Edition functionality must be in place by the first day of the EHR reporting period and the product must be certified to the 2015 Edition criteria by the last day of the EHR reporting period. The EP must be using the 2015 Edition functionality for the full EHR reporting period. In many situations the product may be deployed but pending certification. If the certification is received by the last day of the reporting period, the EP will be able to meet the Stage 3 objectives and measures.
- EHR reporting period for Medicaid EPs and EOs is a minimum of any continuous 90-day period within calendar year 2020.
- Unlike in previous years, there are no alternate exclusions or specifications available.
- Security Risk Assessment must be conducted by both EOs and EPs during Calendar Year 2020.
- **Broadband Access Exclusion:** CMS offers broadband access exclusions for three meaningful use objectives: Patient Electronic Access to Health Information, Coordination of Care through Patient Engagement, and Health Information Exchange. However, according to the Federal Communications Commission's (FCC) most current map, all counties in Montana are listed as having 50 percent or more of its housing units with 4Mbps broadband available. Therefore, **no providers are eligible to take the broadband exclusion for these objectives.**

Find Required Documentation and  
Important Web Resources for the  
Montana State Level Registry on Page 2

## Montana State Level Registry Required Documentation

### The following documentation must be uploaded to the SLR for EP Program Year 2020:

- Copy of Contract with EHR Vendor (if contract is not current, upload a current invoice)
- Copy of Security Risk Assessment
- Full Meaningful Use Summary Report (All MU objectives/measures and all CQMs) or Supporting Documentation (screen shots or EHR report with PHI removed)
- Letter from the Public Health Agency (or statement/reason for exclusion, for example “We don’t give immunizations due to provider type. We are dentists.”)
- Signed and dated Program Year 2020 Attestation

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## Montana State Registry Important Web Resources

- [CMS PI \(EHR\) Incentive Program Registration site](#)
- [Centers for Medicare & Medicaid Services \(CMS\)](#)
- [ONC Certified Health IT Products](#)
- [Montana DPHHS Public Health MU Resources](#)
- [MT State Medicaid Health Information Technology Plans \(SMHP\)](#)
- [CMS PI \(EHR\) Incentive Program Educational Resource Page](#)
- [2020 Program Requirements Medicaid - CMS](#)
- [eCQMs for EPs in 2020](#)
- [2020 Medicaid Eligible Professional Specification Sheet](#)
- [CMS PI \(EHR\) Supporting Documentation for Audits](#)

*Submitted by Jessica Brown PIP/  
EHR Coordinator  
DPHHS*

## Field Rep Corner

### Enrollment Tips

- Review our three types of enrollments to ensure you are selecting the correct application for your needs.
- Ensure all provider/facility information is up to date before submitting the application. Delays can be caused by taxonomies not matching NPPES, name on application doesn't match the name on the license, the wrong NPI is listed on the application, etc.
- Ensure that all supplemental documents are submitted with the application reference number within 90 days of submitting the online application. These documents can be faxed or mailed in. An email will be sent to the email address on the application once the documents have been added to the file. Please note, applications cannot be processed until all supplemental documents are received.
- Don't send unnecessary documents. For example, submitting an EFT form or W-9 form for a Rendering Only and Abbreviated provider application. Another example is including group documentation when the application is for an individual.
- Do not remove the email address used to create the application. You can add additional emails. Please make sure your email address is a business/professional email address. The original email address is where all communication from the Enrollment Team will go.
- If you list the board certification and CLIA license on the application, please send in the hard copy in the supplemental documents.
- Contact the Provider Relations Call Center at (800) 624-3958 Opt. 7, Opt. 4 or [email MTEnrollment@conduent.com](mailto:MTEnrollment@conduent.com) if you have any questions about your application.

### Monthly Provider Training

There is still time to register for the Dental/Ortho and the Nursing Home/Swing Bed trainings in November and December. 2021 is just around the corner and we have already opened registration for the first three months of next year. The first quarter trainings for 2021 are Targeted Case Management for Youth with Serious Emotional Disturbance, Hospitals, and FQHC/RHC Training. Details and registration for training is available on the [Training Page of the Provider Website](#). If there is a specific training you would like to have available, please let us know on the [Training Survey](#).

Thank you again for all you do!

*Submitted by Deb Braga  
Field Representative  
Montana Provider Relations*

## TCM for Youth with SED Program Changes Now Effective

As a reminder, the grace period for Targeted Case Management (TCM) for youth with serious emotional disturbance (SED) program changes has ended.

These program changes are effective November 1, 2020. The final changes have been posted to the [Children's Mental Health Bureau](#) website.

*Submitted by Renae Huffman  
Medicaid Program Officer  
Children's Mental Health  
DPHHS*

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### Top 15 Claim Denials

Claim Denial Reason	September 2020	August 2020
MISSING/INVALID INFORMATION	1	2
PA MISSING OR INVALID	2	3
EXACT DUPLICATE	3	1
PROC. CODE NOT COVERED	4	4
RECIPIENT NOT ELIGIBLE DOS	5	5
RATE TIMES DAYS NOT = CHARGE	6	6
PROVIDER TYPE/PROCEDURE MISMAT	7	10
NO RATE ON PDD FILE FOR DOS	8	23
PROC. CODE NOT ALLOWED	9	7
RECIPIENT COVERED BY PART B	10	8
BILL PROV REQUIRES REND/ATTND	11	48
PLACE OF SERVICE INVALID	12	128
CLAIM INDICATES TPL	13	12
SERVICE BY REPORT/NO PERCENT	14	N/A
SLMB OR QI-1 ELIGIBILITY ONLY	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
09/15/2020	Chemical Dependency	DLA-20 for Intensive Outpatient Treatment (IOP) Program
09/24/2020	CAH, Hospital Outpatient	Updated ICD-10 Obstetric Observation Diagnosis Codes
09/29/2020	Hospital Inpatient	Inpatient Hospital APR-DRG Grouper Updated
10/02/2020	CAH, FQHC, Hospital Outpatient, Mid-Levels, Physician, RHC	Reimbursement for CPT Code 90694 FLUAD Quadrivalent
10/02/2020	Mid-Levels, Physician	SINUVA® and PROPEL® (mometasone furoate) Sinus Implants
10/02/2020	Mid-Levels, Physician	Select P Codes Allowable in a Physician Setting for Hospital Owned Physician Clinics
10/09/2020	Family Planning Clinic, FQHC, IHS, Hospital Inpatient, Hospital Outpatient, Mid-Levels, Pharmacy, Physician, Plan First, Public Health Clinics, RHC	Addition of Radiologic Examination Codes for Abdomen; 1, 2, and 3 Views
10/02/2020	Mental Health Centers	Provider Requirement Extension for Behavioral Health Programs

### FEE SCHEDULES

#### October 2020

Adult Medicaid Mental Health, APR-DRG, School-Based Services (Cover Sheet Only)

#### July 2020

Dialysis Clinic

#### July 2020 Revised

School-Based Services (Cover Sheet Only)

### ADDITIONAL DOCUMENTS POSTED

- Quarterly Rebateable Labelers
- DUR September 2020 Meeting Minutes
- Nursing Facility Documents
  - Civil Money Penalties – In Person Visitation Form
  - CPM Applicant Information
- APR-DRG FAQs
- New Presumptive Eligibility training dates and contact information
- New Search Page Tips
- DPHHS Cross links added to Autism, HCBS & Big Sky Waiver, Children’s Mental Health, CFC/PAS, DDP, SDMI, SUD, TCM (Mental Health) & TCM (Non-Mental Health) provider type pages.
- Montana PDL Revised
- Billing 101 Updated Training Notes

## There's a Resource for That!

### Website Crosslinks Made Easier

July's Claim Jumper issue featured a chart of information for specific provider types that have important information for claim submission on both the Provider Website and DPHHS Website. Provider Relations understands that keeping track of pages on multiple websites can be cumbersome. To make things easier for providers that need has been eliminated!

On each page of the Provider Website that requires documents for claim submission from the DPHHS Website, the DPHHS links are now provided on the individual provider type pages. For example, the Mental Health Centers provider type page has a link near the bottom of the page to both Adult and Children's Mental Health Provider information on the DPHHS Website. Many of the program officers have also linked provider information from the appropriate DPHHS pages to the corresponding Provider Website pages as well.

Suggestions for making the Provider Website more efficient to use are always welcome. Please submit suggestions through the [Survey](#).

### Thank You!

Your continued efforts to care for Montana Healthcare Programs Members during this prolonged pandemic is greatly appreciated.

Please contact the call center with claims questions at (800) 624-3958, (406) 442-1837, or email [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com).

## Key Contacts

### Montana Healthcare Programs

#### Provider Relations

General Email: [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)  
 Enrollment Email:  
[MTErollment@conduent.com](mailto:MTErollment@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](mailto: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)