

## Field Rep Corner

### COVID-19 Claims Resources

2020 has been a challenging year. Thank you to all of our providers, who, despite their own personal impact from COVID-19, continued to serve our members. Some were able to continue services through Telemedicine/Telehealth or limiting patients throughout the day to allow for social distancing. Providers have done whatever was necessary to continue to serve the healthcare needs of our members and we are very grateful for the work they do.

Our COVID-19 resources and announcements are now on their own page on the [provider website at https://medicaidprovider.mt.gov/COVID19](https://medicaidprovider.mt.gov/COVID19). In addition to COVID-19 policy notices, the COVID-19 page also contains links to General Montana COVID-19 Resources, Tribal COVID-19 Resources, Montana DPHHS COVID-19 Resources, and Medical Provider Instructions for Uninsured COVID-19 Testing and Treatment. Many of the COVID-19 policy exceptions are still in place and changes are posted on COVID-19 page as well as individual provider type pages under "Provider Notices". There is a link from the [home page](#) of the provider website to the new COVID-19 page.

[COVID-19  
Provider Information  
and Notices](#)

*Continued on page 2*

## In This Issue

The Field Rep Corner

- COVID-19
- Claims Assistance

What is in the Site Index

Top 15

Recent Website Posts

Training Opportunities

Have  
Feedback?  
Have  
Questions?

Take The  
Survey!

## Upcoming Training

Nursing Home /  
Swing Bed Training  
**December 17, 2020**

Targeted Case  
Management for  
Youth with Serious  
Emotional  
Disturbance  
**January 21, 2021**

Register  
Now

## Thank You

*For all you have done in 2020 to care for Montana Healthcare Program Members.  
We are grateful for your dedication, service, and courage in these challenging times.*

*Continued from page 1*

## **Getting Assistance With Claims**

Provider Relations understands the confusion that can occur with the changes Montana Healthcare Programs has made to accommodate services to members during this pandemic. Provider Relations is here to help and we welcome questions at any time. There are several ways to request information or clarification.

### ***Answers From Provider Relations Staff***

**Call Center** agents are available at (800) 624-3958, Monday – Friday, 8:00 AM to 5:00 PM Mountain Time. Please use the prompts below for questions.

*Providers choose Option 7* and in the next menu select one of the following options. Each option will provide an opportunity to speak to an agent.

Option 1: Last 5 payments – verify check amounts

Option 2: Claims Status – assistance with status, denial reasons, adjustments & more

Option 3: Member eligibility – coverage, service limitations, prior authorizations

Option 4: Enrollment – application status, provider file verification and application questions

Option 5: Provider validator – automated NPI verification system (unenrolled NPIs will state invalid entry)

Option 6: EDI – electronic claims assistance, rejections, MATH portal registration letters, clearing houses

Option 7: Web portal – Password resets, OA assistance for portal use & user maintenance

**Provider Relations Field Rep**, Deb Braga, is available to assist with complicated issues. She facilitates the monthly online provider trainings and can provide one-on-one training, when needed. New providers and new bookkeepers or billers to Montana Medicaid are her specialty and she can provide training on how to use the Montana Healthcare Programs systems, locate reference materials, how to set up electronic billing or completing paper claim forms, completing claim adjustment forms, the MATH portal and much more. If a provider or biller finds themselves in a cleanup situation or has an ongoing claim issue, Deb can guide them in the right direction. If you are unsure of who to speak with, please reach out to Provider Relations at (800) 624-3958 or [email MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com).

### ***Answers Electronically***

#### ***Interactive Voice Response (IVR)***

To use the IVR system, call (800) 624-3958. This is the same number used to speak to an agent. Choose Option 7, and on the next menu choose one of the options listed above. You will be given the opportunity to request and receive information immediately, any time of the day or night without waiting for an agent.

#### ***Provider File Fax Updates***

(888) 772-2341 Prior to updating your provider file, please refer to the [Provider File Update Table](#) to ensure you are submitting all of the required documentation.

*Continued on Page 3*

Continued from page 2

### Provider Relations Claims Information Email

Provider Relations can also be contacted via [email for non-member specific questions at MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com). Although we strive to respond to emails the same business day, Please note we have 5 business days to respond to emails. Provider Relations has 10 business days to complete provider file updates. Remits over 90 days can be requested here as well. Please note that emails cannot contain PHI and we do not accept secured emails requiring a password. These emails are worked by a multi-agent group.

### Provider Relations Enrollment Email

Enrollment supplemental documents and follow up [application documentation can be emailed to MTErollment@conduent.com](mailto:MTErollment@conduent.com). Applications are worked in the order supplementals are received. There is a 90-day window to submit these documents before the application is auto-denied. Applications are not reviewed until supplementals are received. Please note that we have 5 business days to move documents into the enrollment case.

**On behalf of the Provider Relations Team, we wish you a happy and safe holiday season and thank you for the services you provide to our members every day.**

*Submitted by Deb Braga  
Field Rep  
Montana Provider Relations*

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## Top 15 Claim Denials

Claim Denial Reason	OCTOBER 2020	SEPTEMBER 2020
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RECIPIENT NOT ELIGIBLE DOS	4	8
RATE TIMES DAYS NOT = CHARGE	5	6
PROC. CODE NOT COVERED	6	4
RECIPIENT COVERED BY PART B	7	10
PROC. NOT ALLOWED	8	9
CLAIM INDICATES TPL	9	13
PROCEDURE/AGE MISMATCH	10	19
PROVIDER TYPE/PROCEDURE MISMAT	11	7
SLMB OR QI-1 ELIGIBILITY ONLY	12	15
DEPRIVATION CODE RESTRICTED	13	22
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	14	18
REV CODE INVALID FOR PROV TYPE	15	17

## 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.

<b>PROVIDER NOTICES</b>		Provider Notice Title
Date Posted	Provider Types	
10/15/2020	Pharmacy	Pharmacy Provider License Renewal Reminder
10/19/2020	CAH, Hospital Outpatient, Physician	Discarded Drugs and Biologicals and the Use of the JW Modifier
10/21/2020	Substance Use Disorder	Substance Abuse Block Grant (SABG) Non-Medicaid Contracted Substance Use Disorder Treatment HCPCS Code Update
10/28/2020	All Providers	Provider Relief Fund General Allocation
11/10/2020	CAH, FQHC, Hospital Inpatient, Hospital Outpatient, Mid-Levels, Pharmacy, Physician, RHC	Prior Authorization Criteria for Synagis®
11/12/2020	Plan First, Family Planning Clinic, Hospital Inpatient, Hospital Outpatient, ASC, FQHC, RHC, IHS, Mid-Levels, Pharmacy, Physician, Public Health Clinic	Removal of Codes for COVID-19 Testing and Treatment
11/17/2020	DME, EPSDT, IHS/Tribal 638, Mid-Levels, Physician	Prior Authorizations Through the Qualitrac Web Portal for DME and DME EPSDT

## FEE SCHEDULES

### PROPOSED January 2021

Ambulance, Dental Services, Direct Entry Midwife, DME, Hearing Aid Services, Laboratory Services, Mid-Levels, Mobile Imaging, OPPS, Optometric, Physician, Youth Mental Health

### October 2020

ASC, APC, OPPS

### Revised October 2020

Adult Mental Health, CSCT Temporary Fee Schedule

### Revised July 2020

DME, OPPS, School-Based Services

## ADDITIONAL DOCUMENTS POSTED

- Notice of Public Hearing on the Proposed Fee Schedule Page
- 2020 Medicaid Statistics
- SURS Fall 2020 Provider Training PowerPoint
- Adult Mental Health Training PowerPoint
- Pharmacy DURB October Minutes
- Montana October PDL

## There's a Resource for That!

### What is in the Site Index?

The Site Index is found in the left menu of most pages on the [provider website](#). It offers many links that are only available through the Site Index.

Many of these resources are designed to assist in solving claim issues quickly. For example, the EOB Crosswalk link in the Site Index may lead to quick understanding of why a claim was denied and how to correct it or avoid the error in future billing. The Resource Based Relative Value Scale (RBRVS) is found in the Site Index, as well as Definitions and Acronyms and information about claims and electronic billing that is especially helpful to new staff and practices. Another excellent resource in the Site Index is the Proposed Fee Schedules. That link leads to upcoming changes in fee schedules as well as opportunities for public input.

Some links in the Site Index are designed to assist you in supporting the members you serve. The provider locator search may assist you in referring a member to a specialist who also accepts Montana Healthcare Programs members. The Site Index can help you connect a member with general member information, the Nurse First Advice Line, and other important resources.

The information found in the Site Index is frequently updated and not limited to the resources listed here. Providers and billing staff are encouraged to explore the Site Index and discover what information there may be to assist in providing services to Montana Healthcare Programs members and quickly submitting accurate claims.

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## Upcoming Monthly Online Trainings

[Register and find more information on the Online Registration Page](#)

### **Nursing Home/Swing Bed Training**

Presented by Dee Burnham, Nursing Facility Program Officer, SLTC, DPHHS, December 17, 2020

### **Targeted Case Management for Youth with Serious Emotional Disturbance**

Presented by Renae Huffman, Children's Mental Health Bureau Program Officer, DPHHS, January 21, 2021

### **Hospitals Training**

Presented by Val St. Clair, Hospitals Program Officer, DPHHS, February 18, 2021

### **FQHC/RHC Training**

Presented by Alyssa Clark, FQHC and RHC Program Officer, DPHHS, March 18, 2021

## Key Contacts

*Montana Healthcare Programs*

### Provider Relations

General Email:  
MTPRHelpdesk@conduent.com  
Enrollment Email:

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: HeatherSmith@mt.gov  
Telephone: (406) 444-9365

### 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)