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Waiver for Additional Services and Populations (WASP) Application Process

This waiver is for individuals with a Severe Disabling Mental Illness (SDMI).

For the Addictive and Mental Disorders Division (AMDD) to approve individuals for the WASP waiver, a mental health professional must complete the AMDD Clinical Eligibility Form and demonstrate that the applicant has a SDMI.

The form is reviewed by an AMDD clinician. Once the SDMI is verified and approved, the application is reviewed by an AMDD program officer for financial eligibility. When the form is sent to the Department for eligibility, it becomes a document of record.

The application process is frequently and significantly slowed down due to errors in the Clinical Eligibility Form. The following common errors result in delays and/or denials:

- The form is incomplete.
 - The form must be completed in its entirety.
- The form is illegible.
 - When completing the form by hand, ensure the handwriting is legible.
 - Use the correct format when an error is made.
 - The form should not have items scribbled out.
- The primary diagnosis must be identified by an ICD-9 or ICD-10 code.
 - AMDD is not allowed to input the code for you when it is not identified on the form.
- A brief description must be included for any “Yes” answers on page 2 of the form.
 - Functional impairment must be due to mental illness.
 - Determining functional impairment is essential for this program.

Please contact the following AMDD staff with any questions or concerns:

- [Barbara Graziano, LCSW, Clinical Program Manager, email \[BGraziano@mt.gov\]\(mailto:BGraziano@mt.gov\) or telephone \(406\) 444-9330](#)
- [Jennifer Fox, MHSP Program Manager, email \[JenFox@mt.gov\]\(mailto:JenFox@mt.gov\) or telephone \(406\) 444-4927](#)

*Submitted by Barb Graziano, LCSW
Clinical Program Manager
Addictive and Mental Disorders Division
DPHHS*

SURS Review Revelations

Dental Radiograph Records

During a records review, SURS verifies the documentation for services billed to Montana Medicaid. When dental radiographs are present in a dental record, SURS reviews the radiographs to ensure they are properly identified and have a date to support the services that have been billed.

The Montana Medicaid Dental and Denturist program manual identifies dental radiographs as part of a member's record. The American Dental Association (ADA) defines a radiograph as an image or picture on a radiation sensitive film, phosphorous plate, emulsion, or digital sensor by exposure to ionizing radiation. According to the Code on Dental Procedures and Nomenclature (CDT) those should be of diagnostic quality and properly identified and dated.

Administrative Rules of Montana (ARM) 37.85.414 Maintenance of Records and Auditing, requires that all services billed to Montana Medicaid fully demonstrates the extent and nature of the service within the documentation. When dental providers follow these documentation requirements to bill for radiograph services, the documentation shows compliance with the requirements to bill Montana Medicaid. Please ensure that you are observing all the necessary components of documentation for a service, prior to billing Montana Medicaid.

Documentation for all services is important and should not be discounted. Please make sure that your service documentation shows the extent, nature, proper identification, dates of service and all the necessary components outlined in the rules and regulations.

*Submitted by Scott Sala
Program Integrity Compliance Specialist
Quality Assurance Division*

Top 15 Claim Denials

Claim Denial Reason	JANUARY 2021	DECEMBER 2020
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	3
EXACT DUPLICATE	3	2
SUSPECT DUPLICATE	4	11
RECIPIENT NOT ELIGIBLE DOS	5	6
RATE TIMES DAYS NOT = CHARGE	6	4
PROC. CODE NOT COVERED	7	5
RECIPIENT COVERED BY PART B	8	7
REV CODE INVALID FOR PROV TYPE	9	14
CLAIM INDICATES TPL	10	12
PROC. NOT ALLOWED	11	8
NCCI CLAIMSGUARD	12	N/A
SLMB OR QI-1 ELIGIBILITY ONLY	13	10
CLAIM DATE PAST FILING LIML	14	15
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	15	18

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		Provider Notice Title
Date Posted	Provider Types	
01/20/2021	ASC, CAH, Family Planning Clinic, FQHC, Hospital Inpatient, Hospital Outpatient, Indian Health Service, Mid-Levels, Pharmacy, Physician, Plan First, Public Health Clinic, RHC	Plan First Additional Codes Added to Plan First Covered Code List
01/27/2021	FQHC, Family Planning Clinic, Public Health Clinic, Hospital Outpatient, Mid-Levels, Physician, Public Health Clinic, RHC	Vaccines for Children (VFC) Code Update
01/28/2021	All Providers	Montana Healthcare Programs Support Services Holiday Closures
02/10/2021	PRTF	Psychiatric Residential Treatment Facility Discharge Authorization Process
02/11/2021	Pharmacy	Pharmacy Billing for COVID-19 Vaccine

FEE SCHEDULES

Proposed April 2021

HCBS for Adults with SDMI

January 2021

Ambulance, APC, Dental Services, DME, Hearing Aid Services, IDTF, Laboratory Services, Licensed Direct Entry Midwives, Mid-Levels, Mobile Imaging Services, OPPS, Optometric, Oral Surgeon, Physician, Psychiatrist, School-Based Services, Youth Mental Health

Manuals

FQHC/RHC

ADDITIONAL DOCUMENTS POSTED

- Prior Authorization for Zolgensma® Criteria Revised for Physician Administered Drugs
- DUR February 2021 Agenda
- TCM – Mental Health Training Notes
- Montana Diabetes Prevention Program Provider Overview Presentation
- Updated WINASAP Manual Link

Upcoming Monthly Online Trainings

The old saying “The only thing constant is change.” has certainly proven true in the last year. As change occurs, it is very important to learn and incorporate updated policies and procedures into your billing practice. Providers are encouraged to register and attend monthly trainings appropriate to their practice. These trainings are available at no cost to providers and billers. Training Registration is available on the [Registration Page](#) of the Provider website. Below is a list of trainings currently accepting registrations:

FQHC/RHC Training

Presented by Alyssa Clark
FQHC and RHC Program Officer
DPHHS
Thursday, March 18, 2021 at 2pm Mountain Time
1 hour

Billing 101 & Policy Updates

Presented by Deb Braga
Field Rep
Montana Provider Relations
Thursday, April 15, 2021 at 2pm Mountain Time
2 hours

SURS Training

Presented by Jennifer Tucker
SURS Supervisor
DPHHS
Thursday, May 20, 2021 at 2pm Mountain Time
1 hour

Therapies

Presented by Laurie Nelson
Therapies, O&M, and Optometrics Program Officer
DPHHS
Thursday, June 17, 2021 at 2pm MST
1 hour

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
MTPRHelpdesk@conduent.com
Enrollment Email:
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

Email:
MTTPL@conduent.com
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:
Rebecca.Yancy@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 Fee)