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August 19, 2021

Register Now

Upcoming Monthly Online Trainings

Trainings are available at no cost to providers and billers. Registration is available on the [Training Page](#) of the Provider website. All trainings are at 2pm on the date listed.

Billing 101 & Policy Updates

Thursday, July 15, 2021

SURS Training

Thursday, October 21, 2021

CSCT Training

Thursday, August 19, 2021

Hospitals

Thursday, November 18, 2021

Provider Website Navigation

Thursday, September 16, 2021

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Thursday, December 16, 2021

Top 15 Claim Denials

| Claim Denial Reason | May 2021 | April 2021 |
|---|----------|------------|
| MISSING/INVALID INFORMATION | 1 | 2 |
| EXACT DUPLICATE | 2 | 3 |
| PA MISSING OR INVALID | 3 | 1 |
| RATE TIMES DAYS NOT = CHARGE | 4 | 5 |
| RECIPIENT NOT ELIGIBLE DOS | 5 | 6 |
| RECIPIENT COVERED BY PART B | 6 | 7 |
| PROC. CONTROL CODE NOT COVERED | 7 | 8 |
| SUSPECT DUPLICATE | 8 | 16 |
| CLAIM INDICATES TPL | 9 | 9 |
| PROVIDER TYPE/PROCEDURE MISMAT | 10 | 10 |
| SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER | 11 | 17 |
| PROC. CODE NOT ALLOWED | 12 | 11 |
| SLMB OR QI-1 ELIGIBILITY ONLY | 13 | 15 |
| REV CODE INVALID FOR PROV TYPE | 14 | 12 |
| REVENUE CONTROL CODE NOT ASSIGNED | 15 | 18 |

SURS Review Revelations

Unbundling Obstetrical Services on Bundles of Joy

Caring for mothers and their unborn children is a heavy responsibility best accompanied by a lot of heart and hard work. When coding for services, keep in mind the guidelines in the General Information for Providers Manual and the Physician-Related Services Manual. According to these manuals when treating mothers throughout their pregnancy, antepartum visits, delivery, and postpartum care are considered a global package and should not be billed separately when the treating providers are in the same practice and have the same specialty. Services not part of the global package are to be billed separately with an appropriate modifier.

If a practice has multiple providers with the same specialty under one group, the group must bill Medicaid as if one provider has rendered all services. If Dr. A treats a patient for antepartum visits and postpartum care and Dr. B delivers the baby, Dr. B would not bill the delivery separately because the delivery was covered in the global package.

An example for billing services separately is when Dr. A treats a patient for antepartum visits and postpartum care, but Dr. C, a provider from a different practice, delivers the baby. This is a situation where both doctors would unbundle the global package and bill separately.

If you have questions, contact your Medicaid Program Officer for guidance. If you find you are billing for services incorrectly, you can perform a self-audit to assess your billing performance. [SURS recommends you stay up-to-date by accessing the provider manuals regularly at https://medicaidprovider.mt.gov](https://medicaidprovider.mt.gov).

[Access the SURS Self-Audit Protocol on your provider type page under Other Resources or at https://medicaidprovider.mt.gov/docs/surs/selfauditprotocol102015.pdf](https://medicaidprovider.mt.gov/docs/surs/selfauditprotocol102015.pdf).

*Submitted by Lori Beniger, LPN
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Surveillance Utilization Review Section
DPHHS*

A New Look for the Provider Information Website

Provider Relations recently upgraded the Provider Information Website. The address for documents you may rely on may have changed.

If you experience any issues with the current provider website, please email MTWebmaster@conduent.com.

Recent Website Posts

Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#).

PROVIDER NOTICES

| Date Posted | Provider Types | Provider Notice Title |
|-------------|---|---|
| 05/11/2021 | IHS, Pharmacy | 2021 Average Acquisition Cost (AAC) Survey |
| 05/12/2021 | Physician, Psychiatrist | Removal of DLA-20 Requirement from Transcranial Magnetic Stimulation (TMS) Services |
| 05/18/2021 | Hospice, Nursing Facility, Swing Bed | Process to Enter PASRR Requests Through the Qualitrac Portal |
| 05/18/2021 | Mid-Levels, Physician, | Medication Assisted Treatment (MAT) Services Are Only Approved to Treat Members With an Opioid Use Disorder (OUD) |
| 05/21/2021 | ASC, CAH, Hospital Outpatient, Mid-Levels, Physician, Public Health Clinics | Sterilization Consent Form MA-38 to be Discontinued |
| 06/11/2021 | Mid-Levels, Physician | Procedure Code 58350, Chromotubation |
| 06/11/2021 | All Provider Types | COVID-19 Vaccine Administration Billing Guidance |

FEE SCHEDULES

Proposed July 2021 Fee Schedules

These schedules may be found on the [Proposed Fee Schedule Page](#).

FORMS

Consent for Sterilization HHS 667 and Instructions

ADDITIONAL DOCUMENTS POSTED

- Drug Utilization Review Board
 - Recent 2021 Agendas and Minutes
 - May 2021 Agenda Documents for Lematrada®, Kesimpta®, and Fintepla®
- Spring 2021 SURS Training Notes
- Presumptive Eligibility Updated Contact Information
- Hearing Notice for Proposed July 2021 Fee Schedules

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

Becky Yancy
 Email: Rebecca.Yancy@mt.gov
 (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)