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New Provider Type

Licensed Marriage and Family Therapist

Licensed Marriage and Family Therapists (LMFTs) may enroll as Medicaid providers beginning Thursday, July 8. Providers may request enrollments to be backdated to April 1, 2021, when provider eligibility became effective.

Providers may only enroll at this time. Stay tuned for a date when providers will be able to submit claims for payment under this new enrollment.

To enroll as a Montana Healthcare Programs LMFT provider, please access the [Montana Access to Health web portal](#).

For information about mental health services, please see the provider manuals:

- [AMDD Medicaid Services Provider Manual for SUD and Adult Mental Health](#), effective April 1, 2021
- [Children's Mental Health Medicaid Services Provider Manual](#), effective January 1, 2021

For additional information about enrolling as a Licensed Marriage and Family Therapist, please see the provider notice [Enrollment Update – Licensed Marriage and Family Therapist](#) published on July 20, 2021.

If you have questions or concerns, please contact [Betty Franklin, Research Data Analyst, Developmental Services Division, Children's Mental Health Bureau by email at Betty.Franklin@mt.gov](#) or by telephone at (406) 444-7392.

*Submitted by Betty Franklin
Research Data Analyst
Developmental Services Division
Children's Mental Health Bureau*

Thank you
for the care and support of
Montana Healthcare Programs members that you provide.
Your work is appreciated!

Recommend the Nurse First Advice Line to Members!

The advice line is a 24/7/365, toll-free and confidential nurse triage line staffed by Montana licensed-registered nurses (RNs). Nurses do not diagnose or provide treatment. The advice line is available for Montana Medicaid, Healthy Montana Kids and Healthy Montana Kids Plus members.

Nurse First RNs consult with members by triaging their symptoms as presented following nationally recognized Barton Schmitt/David Thompson Guidelines.

This results in dispositions that range from home health care, referring members to their Passport or Primary Care Provider, to directing members to the emergency room.

**Empower your members to become more active in their healthcare.
Tell them about the Nurse First Advice Line – (800) 330-7847.**

How does Nurse First benefit providers?

- Decreases evening and weekend on-call traffic.
- Safely reduces avoidable visits and admissions.
- Peace of mind knowing that your members are receiving exceptional care 24/7/365.

When and why should members call Nurse First?

- For a fever, earache, headache, flu, cold, cough, sore throat, vomiting, upset stomach, skin rash, back pain, or a crying baby.
- If your member was recently diagnosed with diabetes, heart disease, high cholesterol or any other health issue, the Nurse First Advice Line may be able to answer questions and provide information using Montana Health and Wellness documents supported by [Krames, an online health and wellness library](#) where members can search for articles on over 4,000 health related topics.
- Nurse First will help with health questions and concerns such as:
 - I went to the doctor. Now I have a follow-up question.
 - I'm pregnant and am having stomach pains. What should I do?
 - My son has a fever. Do I need to take him to the ER?

When should members *not* call Nurse First?

- For a life-threatening health concern.
- For their child's next well-child checkup or immunization.
- For a specific health problem where a follow-up appointment is needed.
- When referred to a specialist for a specific health problem.
- If they need regular services such as transfusion or dialysis.

*Submitted by Krista Pratt
HMK Program Officer
DPHHS*

SURS Resource Revelations

Provider Information, Medicaid, and You

Interesting fact: Montana Medicaid has around 30,000 providers currently enrolled. Unfortunately, Montana Medicaid is typically unaware of provider changes until issues arise with payments. When issues are found payments come to a stop until the provider can be reached to correct. Montana Medicaid agrees that a provider of services should be reimbursed for the services they provide, but to do this Medicaid needs to have current information to make sure providers are paid properly, which leads to:

It is the provider's responsibility...

Any changes in provider information needs to be communicated to Montana Medicaid to ensure payments are made properly. Some examples the Surveillance Utilization Review Section (SURS) has come across are:

- Change in location?
 - Make sure address information is up-to-date so that Explanation of Benefits (EOB), or any mail from Montana Medicaid, is received. Having SURS requests going to the wrong address can be stressful and potentially costly.
- Change in license?
 - If you have upgraded your license, notifying Montana Medicaid of this change will make sure you are paid at the accurate provider rate. Alternatively, if an old license expires, Medicaid will terminate a provider's enrollment due to no current license on file. Having to re-enroll with the Medicaid program is a process that can easily be avoided.
- Change in ownership?
 - This is one of the most difficult issues Medicaid encounters with not updating information. When a business changes hands, if the provider file is not updated to the new owner, the payments will continue to be processed with the wrong information on file.

For example, if Business A buys Business B and fails to notify Montana Medicaid. Business A will continue to get paid under Business B's existing information, or more specifically Business B's existing bank account information. In this situation not only is Business B getting money for services they are not providing but they will also have tax implications on that income. Meanwhile Business A is left wondering where their payments are as money is being routed to Business B's bank account. It can be a long, painful process to unravel.

Montana Medicaid wants to reimburse providers correctly, but it is up to the provider to keep Montana Medicaid informed of changes as soon as they occur.

[If you have information that needs to be updated, contact Provider Enrollment at \(800\) 624-3958 or by emailing \[MTEnrollment@conduent.com\]\(mailto:MTEnrollment@conduent.com\) for guidance on updating your information.](tel:8006243958)

*Ross Barnes
Program Integrity Compliance Specialist
Office of the Inspector General*

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.

CSCT Training Thursday, August 19, 2021	Hospitals Thursday, November 18, 2021
Provider Website Navigation Thursday, September 16, 2021	Vision Services Thursday, December 16, 2021
SURS Training Thursday, October 21, 2021	

Top 15 Claim Denials

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

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
07/01/2021	Mid-Levels, Physician	Global Surgical Package
07/06/2021	CAH, Hospital Outpatient, Mid-Levels, Physician	Procedure Code 58350, Chromotubation Revised
07/06/2021	All Providers	Adoption of Temporary Emergency Rule To Allow for COVID-19-Related Regulatory Discretion Beyond The Expiration Of The Governor-Declared State Of Emergency
07/09/2021	Pharmacy	2021 Annual Montana Dispensing Fee Survey

FEE SCHEDULES
Proposed July 2021 Fee Schedules
The proposed fee schedules may be found on the Proposed Fee Schedule Page .
April 2021 Revised
OPPS
October 2021
FFY21 Hospice Compliant, FFY21 Hospice Non-Compliant

Manuals
Home Infusion Manual revised (Locate specifics in the Update Log of the manual.)

ADDITIONAL DOCUMENTS POSTED
<ul style="list-style-type: none"> • Drug Utilization Review Board <ul style="list-style-type: none"> ◦ July 2021 Agenda • June 2021 Therapies Training Notes • Annual Medicaid Statistics for SFY21 • Montana COVID-19 Testing and Treatment Program Expiration Announcement • Quarterly Rebateable Labelers

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

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)