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SURS Revelations

Personal Health Information and Your Role in Keeping It Safe

Personal Health Information (PHI) is something we all have and want to keep confidential. PHI includes your Personal Identification Information (PII) such as your name, date of birth, address, and social security number. It also includes your past, current, and future health information. It's important that providers and their staff hold those items of PHI private from those who may choose to use it inappropriately.

There are four main aspects that make Health Insurance Portability and Accountability Act (HIPAA) important for both patients and providers: security of records, privacy of health information, the right to access personal records, and notification of breaches of medical records.

HIPAA is something everyone in health care knows and works with every day. However, do you know what steps to take if your facility or practice has a breach of PHI?

Large facilities employ a HIPAA Compliance Officer that will assist with this process. Small or single practitioner offices/providers may not have written policies in place to deal with a security breach. Listed below are some helpful resources:

HIPAA Basics for Providers: Privacy, Security & Breach Notification Rules Booklet is a great resource for understanding your responsibilities as a provider: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/HIPAAPrivacyandSecurity.pdf>

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

Billing Update – Licensed Marriage and Family Therapist (LMFT)

Montana Healthcare Programs can now process claims for LMFT services. LMFT providers enrolled in Montana Medicaid may submit claims for reimbursement for services rendered from April 1, 2021 to present for Medicaid eligible members.

LMFT providers who have not yet enrolled in Montana Medicaid may submit an enrollment application and request to have their enrollment to be effective as early as April 1, 2021. **The option to have an April effective date is only available until December 31, 2021.** LMFTs will need to enroll and bill for reimbursement as a licensed marriage and family therapist using taxonomy code 106H00000X.

For questions regarding this change, please contact Betty Franklin at Betty.Franklin@mt.gov or (406) 444-7392.

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

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
09/16/2021	Physician, Mid-Level, Psychiatrist, and Hospital Providers	Off-Label Use of Ketamine
09/16/2021	All Providers	Billing Update – Licensed Marriage and Family Therapists (LMFT)
FEE SCHEDULES		
IHS and Tribal 638 July 2021 Fee Schedule		

ADDITIONAL DOCUMENTS POSTED	
<ul style="list-style-type: none"> July 2021 DUR Board Meeting Minutes August 2021 CSCT Training Presentation Preferred Drug List 	<ul style="list-style-type: none"> Civil Money Penalties (CMP) Reinvestment Application and Information PDF September 2021 Claim Jumper September 2021 DUR Board Meeting Agenda

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For more in-depth information and expanded information on the Privacy Rule: <https://www.hhs.gov/hipaa/for-professionals/index.html>

Enforcing HIPAA Administrative Simplification Requirements: <https://www.youtube.com/watch?v=-9EH2pAo0yQ>

For Montana state-specific HIPAA information and forms: <https://dphhs.mt.gov/hipaa>

Please make sure you are protecting the PHI entrusted to your health care practice. We rely on you to keep it confidential and safe.

*Submitted by Rachel Savage
Program Integrity Compliance Specialist
Surveillance Utilization Review Section
Office of the Inspector General*

Top 15 Claim Denials

Claim Denial Reason	August 2021	July 2021
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RECIPIENT NOT ELIGIBLE DOS	4	5
RATE TIMES DAYS NOT = CHARGE	5	6
RECIPIENT COVERED BY PART B	6	4
PROC. CODE NOT COVERED	7	7
CLAIM INDICATES TPL	8	8
PROVIDER TYPE/PROCEDURE MISMATCH	9	9
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	10	12
PROC. CODE NOT ALLOWED	11	10
REVENUE CODE INVALID FOR PROVIDER TYPE	12	20
SLMB OR QI-1 ELIGIBILITY ONLY	13	11
REVENUE CODE NOT COVERED	14	18
SUSPECT DUPLICATE	15	16

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)