



# MONTANA HEALTHCARE PROGRAMS NOTICE

May 13, 2022

## All Providers

### National Drug Code (NDC) Denial Errors

Montana Medicaid had a system error that caused NDCs to be removed from electronic claims when they entered the claims processing system. This error affected claims submitted electronically between December 7, 2021 and February 24, 2022. The error caused claims to deny or to partially pay.

See below for correcting affected claims.

#### Outpatient Hospital Claims (UB-04)

1. If the entire claim was denied, the provider can resubmit the claim electronically.
2. If denials occurred at the line level, the provider could do one of the following:
  - a. Submit paper Individual Adjustment Requests for each claim.
  - b. Submit electronic replacement claims.
  - c. Have the Department conduct a mass credit.
    - i. Once the mass credit is processed, providers can resubmit the claims electronically.

#### Professional Service Claims (CMS-1500)

1. These claims can be resubmitted electronically without an adjustment.

### Contact Information

If you have any questions, please contact:

- Physician Program Officer, (406) 444-3995
- Hospital Program Officer, (406) 444-4834

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)