



DEPARTMENT OF  
PUBLIC HEALTH &  
HUMAN SERVICES

# The Nuts and Bolts of the Surveillance Utilization Review Section (SURS)



*Fall 2025*

Jennifer Tucker, CPC  
SURS Supervisor



DEPARTMENT OF  
**PUBLIC HEALTH &  
HUMAN SERVICES**

# What is SURS?

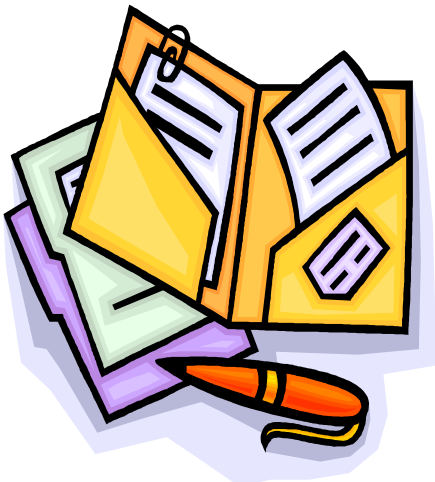
Surveillance Utilization Review Section (SURS) is a federally mandated program  
[42 CFR, Part 456.3]



The program maintains a strong commitment to assure that the right provider is receiving the right payment for the right services at the right time. We identify potential fraud, waste and abuse to ensure that State and Federal monies are spent appropriately.

## The SURS unit accomplishes this by:

- performing retrospective reviews
  - educating providers
- recovering overpayments if indicated





# The Medicaid Processing System

- Claims processing system
- includes numerous edits to help identify billing errors
- It doesn't detect all errors

**REJECTED**  
**INSURANCE**  
**CLAIM**



# The Medicaid Processing System

- Some claims are paid in error
  - due to incorrect billing
  - system complications/errors
- ALL paid claims are subject to retrospective review
  - Including claims that are prior authorized



# Overpayment Recovery

- ▶ SURS can recover if it discovers that the provider was not entitled to payment for any reason.
- ▶ [ARM 37.85.406 (9) & (10)]



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# Montana Medicaid Website

<https://medicaidprovider.mt.gov/>



- This is a general enrollment training not a series of trainings.

### **Tenancy Support Enrollment Training**

Jennifer Stirling, Provider Relations Manager,, Conduent, October 15, 2024 at 12pm Mountain Time (1 Hour)

### **Tenancy Support Claims Training**

Jennifer Stirling, Provider Relations Manager, Conduent, October 16, 2024 at 11am Mountain Time (2 Hours)

### **SURS Training**

Jennifer Tucker, SURS Supervisor, DPHHS, October 17, 2024 at 2pm Mountain Time (1 Hour)

### **Documentation from a Review Perspective**

Jennifer Tucker, SURS Supervisor, DPHHS, November 21, 2024 at 2pm Mountain Time (1 Hour)

### **Diabetes Prevention Program**

Melissa House, Diabetes Program Manager, DPHHS, December 19, 2024 at 2pm Mountain Time (1 Hour)

To register for upcoming Online Training and access to previous Training PowerPoints, please visit the Training page at <https://medicaidprovider.mt.gov/training>.

[Recent Website Posts](#)

[Announcements](#)

[Drug and Pharmacy News](#)

[Forms](#)

[Claim Instructions](#)

[Claim Jumper Newsletters](#)



Select Your Provider Type

[COVID-19 Provider Information](#)

[Online Services](#) ▼

[Resources by Provider Type](#)

[Provider Enrollment](#)

[Subscribe to Claim Jumper](#)

[Site Search](#)

[Site Index](#) ▼

Here you can  
select the  
provider type  
you are  
looking for.

## Select Your Provider Type

Provider types are listed in alphabetical order. Available resources include fee schedules, provider notices, provider manuals, and more.

[A - C](#)

[D - F](#)

[G - K](#)

[L - O](#)

[P - Q](#)

[R - Z](#)

### Providers A - C

- [Ambulance](#)
- [Ambulatory Surgical Center](#)
- [Applied Behavior Analysis Services](#)
- [Audiologist](#)
- [Big Sky Waiver](#)
- [Chemical Dependency](#)
- [Chiropractor](#)
- [Clinic \(Public Health\)](#)
- [Clinical Pharmacist](#)

### Providers L - O

- [Laboratory Services](#)
- [Licensed Addiction Counselor](#)
- [Licensed Marriage and Family Therapist](#)
- [Licensed Professional Counselor](#)
- [Mental Health Center](#)
- [Mid-Level Practitioner](#)
- [Mobile Imaging](#)
- [Nursing Facility](#)
- [Nutritionist \(EPSDT\)](#)





Multiple resources are available on this page

## Physician

[Prior Authorization](#)

[Forms](#)

[Claim Jumper Newsletters](#)

[Provider Manuals](#)

[Medicaid Rules and Regulations](#)

[Fee Schedules – Physician](#)

[Fee Schedules – ATP Tests and Fees](#)

[Physician Administered Drugs](#)

[Provider Notices](#)

[Other Resources](#)





## Claim Jumper Newsletters

- [COVID-19 Provider Information](#)
- [Online Services](#) ▼
- [Resources by Provider Type](#)
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## Claim Jumper Newsletters

Claim Jumper 2024



[Volume XXXIX Issue 10 - October 2024](#)

Tips from Provider Relations

Medicare Allowed Services Versus Coverage by Medicaid

Recent Website Posts

Top 15 Claims Denials

[Volume XXXIX Issue 9 - September 2024](#)

Personal Care Services Part 4 of 4: Consequences, Prevention, and Partnership

SIURS Revelations: National Correct Coding Initiative (NCCI) Edits





- [COVID-19 Provider Information](#)
- [Online Services](#) ▼
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## Physician

[Prior Authorization](#)

[Forms](#)

[Claim Jumper Newsletters](#)

### Provider Manuals



#### [General Information for Providers](#)

Medicaid manual with general information for all provider types.

#### [Physician-Related Services](#)

This manual has information specific to your provider type.

#### [Prescription Drug Program](#)

This manual has information specific to your provider type.

#### [Passport to Health](#)

Everything a provider needs to know to become a successful Passport provider.





[Resources by Provider Type](#)

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Provider Manuals ▼

Medicaid Rules and Regulations >

[Code of Federal Regulations \(Title 42\)](#)

[Montana Code Annotated - https://leg.mt.gov/](https://leg.mt.gov/) (Choose “Laws & Bills” then “ Montana Statutes – MCA”)

Applicable Section: Title 53, Chapter 6

[Administrative Rules of Montana \(Title 37\)](#)

- [Chapter 79 Healthy Montana Kids](#)
- [Chapter 82 Medicaid Eligibility](#)
- [Chapter 83 Medicaid for Certain Medicare Beneficiaries and Others](#)
- [Chapter 85 General Medicaid Services](#)
- [Chapter 86 Medicaid Primary Care Service](#)

Fee Schedules – Physician ▼



Provider Notices



For prescription medication notices, see the [Pharmacy page](#)



2024

10/15/2024 [Revalidation Requirements Deadline](#)

10/11/2024 [COVID-19 Vaccine Codes Removed from Plan First Covered Codes List](#)

09/18/2024 [Vaccines for Children Code Update](#)

08/09/2024 [Vaccines for Children Code Update](#)

07/29/2024 [Prior Authorization Requirements When a Member Has Third Party Liability](#)

06/28/2024 [January 1, 2024 and July 1, 2024 Fee Schedule Updates](#)

06/18/2024 [Method for Submitting Durable Medical Equipment Prior Authorizations](#)

06/18/2024 [DEA Number Required for Prescribers REVISED](#)

06/11/2024 [Health Resources Division Claims Appeal Process](#)

05/21/2024 [DEA Number Required for Prescribers](#)

05/10/2024 [Ordering Genetic Lab Tests from Assurex Health](#)



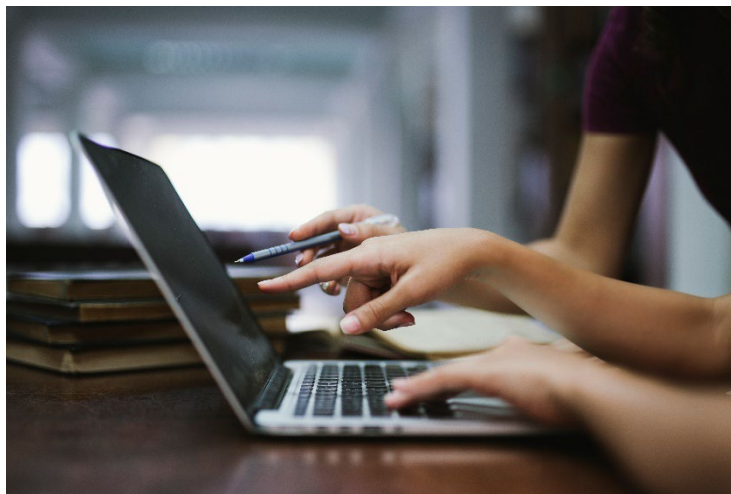
|                                                                                      |   |
|--------------------------------------------------------------------------------------|---|
| Fee Schedules – ATP Tests and Fees                                                   | ▼ |
| Physician Administered Drugs                                                         | ▼ |
| Provider Notices                                                                     | ▼ |
| Other Resources                                                                      | > |
| <a href="#">Diabetes Self-Management Education Support Services</a> 11/24/2021       |   |
| <a href="#">Montana Diabetes Prevention Program Overview Presentation</a> 01/27/2021 |   |
| <a href="#">Prior Authorization Criteria for Specific Services</a>                   |   |
| <a href="#">SURS Provider Internal Self-Review Protocol</a> 10/2023                  |   |





# Rule/Regulation Materials

- Code of Federal Regulations (CFR)
- Montana Code Annotated (MCA)
- Administrative Rules of Montana (ARM)



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# Code of Federal Regulations

A point in time eCFR system



eCFR

## READER AIDS

Welcome to the eCFR! Check out our [Getting Started](#) guide to make the most of the site.

Enter a search term or CFR reference (eg. fishing or 1 CFR 1.1)



## 📖 Titles

|                               | Last Amended | Recent Changes               |
|-------------------------------|--------------|------------------------------|
| Title 1 :: General Provisions | Dec 29, 2022 | <a href="#">view changes</a> |

[🗨️ Site Feedback](#)

# Montana Code Annotated 2023

TITLE 53. SOCIAL SERVICES AND INSTITUTIONS  
CHAPTER 6. HEALTH CARE SERVICES

## Part 1. Medical Assistance -- Medicaid

- 53-6-101 Montana medicaid program -- authorization of services
- 53-6-102 Repealed
- 53-6-103 Repealed
- 53-6-104 Freedom of doctors to treat recipients of medical assistance -- freedom to select doctor
- 53-6-105 Discrimination prohibited
- 53-6-106 Health care facility standards -- definitions
- 53-6-107 Sanctions -- penalties
- 53-6-108 Rules governing sanctions or remedies
- 53-6-109 Consistent regulation of long-term care facilities -- rulemaking authority -- timeframes
- 53-6-110 Report and recommendations on medicaid funding
- 53-6-111 Department charged with administration and supervision of medical assistance program -- overpayment recovery -- sanctions for fraudulent and abusive activities -- adoption of rules
- 53-6-112 Department to print and distribute copies of part and certain forms
- 53-6-113 Department to adopt rules
- 53-6-114 Rules of department binding
- 53-6-115 Contracts with other agencies
- 53-6-116 Medicaid managed care -- capitated health care

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Provider manuals ▼

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- [Chapter 83 Medicaid for Certain Medicare Beneficiaries and Others](#)
- [Chapter 85 General Medicaid Services](#)
- [Chapter 86 Medicaid Primary Care Service](#)

Fee Schedules – Physician ▼



Administrative Rules of Montana

ARM

Search a keyword, rule number, or MCA number

Search



## Administrative Rules of Montana



ARM



telemedicine

Search

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Administrative Rules of  
Montana



Montana  
Administrative Register



Emergency Rules



Historical Information



Resources



≡ Filters

Q telemedicine



Search

## 8 Results



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Compact



Detailed

ADMINISTRATIVE RULES OF MONTANA

## 24.156.813 PRACTICE REQUIREMENTS FOR PHYSICIANS AND PHYSICIAN ASSISTANTS USING TELEMEDICINE

Title 24 LABOR AND INDUSTRY / Chapter 24.156 BOARD OF MEDICAL EXAMINERS / Subchapter 24.156.8 Telemedicine Rules

24.156.813 PRACTICE REQUIREMENTS FOR PHYSICIANS AND PHYSICIAN ASSISTANTS USING **TELEMEDICINE** (l) Treatment.

Show more keyword matches

ADMINISTRATIVE RULES OF MONTANA

**24.156.807 ISSUANCE OF A TELEMEDICINE LICENSE (REPEALED)**

Title 24 LABOR AND INDUSTRY / Chapter 24.156 BOARD OF MEDICAL EXAMINERS / Subchapter 24.156.8 Telemedicine Rules

03/15C007 ISSUANCE OF A TELEMEDICINE LICENSE (DECEASED) Applicant: [REDACTED] 787-207-MCA [REDACTED]



## Administrative Rules of Montana

ARM ▼

Search a keyword, rule number, or MCA number

Search

[? Need help searching?](#)



Administrative Rules of  
Montana



Montana  
Administrative Register



Emergency Rules



Historical Information



Resources

← Back Administrative Rules of Montana

LIBRARY

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Emergency Rules

Montana Administrative Register



Administrative Rules of Montana

- Title 1 GENERAL PROVISIONS
- Title 2 ADMINISTRATION
- Title 4 AGRICULTURE
- Title 6 STATE AUDITOR
- Title 8 COMMERCE
- Title 10 EDUCATION
- Title 12 FISH, WILDLIFE AND PARKS
- Title 14 GOVERNOR
- Title 17 ENVIRONMENTAL QUALITY
- Title 18 TRANSPORTATION
- Title 20 CORRECTIONS

← Back [Administrative Rules of M...](#) / Title 37 PUBLIC HEALTH AND HUMAN SERVICES

## ADMINISTRATIVE RULES OF MONTANA

- 📁 Title 1 GENERAL PROVISIONS
- 📁 Title 2 ADMINISTRATION
- 📁 Title 4 AGRICULTURE
- 📁 Title 6 STATE AUDITOR
- 📁 Title 8 COMMERCE
- 📁 Title 10 EDUCATION
- 📁 Title 12 FISH, WILDLIFE AND PARKS
- 📁 Title 14 GOVERNOR
- 📁 Title 17 ENVIRONMENTAL QUALITY

## Title 37 PUBLIC HEALTH AND HUMAN SERVICES

- 📁 Chapter 37.1 ORGANIZATIONAL RULE
- 📁 Chapter 37.2 DEPARTMENT PROCEDURES
- 📁 Chapter 37.5 FAIR HEARINGS AND CONTESTED CASE PROCEEDINGS
- 📁 Chapter 37.8 RECORDS AND STATISTICS
- 📁 Chapter 37.10 EMERGENCY HEALTH SERVICES
- 📁 Chapter 37.12 LABORATORIES
- 📁 Chapter 37.14 RADIATION CONTROL
- 📁 Chapter 37.19 FAMILY PLANNING PROGRAMS
- 📁 Chapter 37.21 DOCUMENTATION AND STUDY OF ABORTION
- 📁 Chapter 37.25 RESIDENTIAL ALCOHOL AND DRUG TREATMENT FOR INDIGENT JUVENILES
- 📁 Chapter 37.27 CHEMICAL DEPENDENCY PROGRAMS

← Back [Administrative Rules of M...](#) / Title 37 PUBLIC HEALTH AND HUMAN SERVICES

☞ Title 24 LABOR AND INDUSTRY

☞ Title 30 LIEUTENANT GOVERNOR

☞ Title 32 LIVESTOCK

☞ Title 34 MILITARY AFFAIRS

☞ Title 36 NATURAL RESOURCES AND  
CONSERVATION

☞ **Title 37 PUBLIC HEALTH AND  
HUMAN SERVICES**

☞ Title 38 PUBLIC SERVICE  
REGULATION

☞ Title 42 REVENUE

☞ Title 44 SECRETARY OF STATE

☞ **Chapter 37.80** CHILD CARE ASSISTANCE

☞ **Chapter 37.81** PHARMACY ACCESS PRESCRIPTION DRUG BENEFIT PROGRAM

☞ **Chapter 37.82** MEDICAID ELIGIBILITY

☞ **Chapter 37.83** MEDICAID FOR CERTAIN MEDICARE BENEFICIARIES AND OTHERS

☞ **Chapter 37.84** MEDICAID EXPANSION

☞ **Chapter 37.85** GENERAL MEDICAID SERVICES

☞ **Chapter 37.86** MEDICAID PRIMARY CARE SERVICES

☞ **Chapter 37.87** CHILDREN'S MENTAL HEALTH SERVICES

☞ **Chapter 37.88** MEDICAID MENTAL HEALTH SERVICES

☞ **Chapter 37.89** MENTAL HEALTH SERVICES

☞ **Chapter 37.90** MENTAL HEALTH MEDICAID FUNDED 1115 AND 1915 WAIVERS

☞ **Chapter 37.91** CERTIFICATION OF MENTAL HEALTH PROFESSIONAL PERSONS

☞ **Chapter 37.92** LICENSURE OF CHILD PLACING AGENCIES

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**PUBLIC HEALTH AND HUMAN SERVICES**

Chapter 37.1 ORGANIZATIONAL RULE

Chapter 37.2 DEPARTMENT  
PROCEDURES

Chapter 37.5 FAIR HEARINGS AND  
CONTESTED CASE PROCEEDINGS

Chapter 37.8 RECORDS AND  
STATISTICS

Chapter 37.10 EMERGENCY HEALTH  
SERVICES

Chapter 37.12 LABORATORIES

Chapter 37.14 RADIATION CONTROL

## Chapter 37.85 GENERAL MEDICAID SERVICES

Subchapter 37.85.1 Montana Medicaid Provider Fee Schedules

Subchapter 37.85.2 Miscellaneous

Subchapter 37.85.4 Provider Requirements

Subchapter 37.85.5 Provider Sanctions

Subchapter 37.85.9 Physician-Administered Drugs

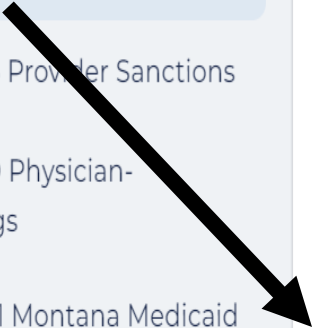
Subchapter 37.85.11 Montana Medicaid Provider Incentive Program for Electronic Healthcare Records



Back Administrative Rules of M... / Title 37 PUBLIC HEALTH A... / Chapter 37.85 GENERAL M... / Subchapter 37.85.4 Provider Requirements

GENERAL MEDICAID SERVICES

- Subchapter 37.85.1 Montana Medicaid Provider Fee Schedules
- Subchapter 37.85.2 Miscellaneous
- Subchapter 37.85.4 Provider Requirements**
- Subchapter 37.85.5 Provider Sanctions
- Subchapter 37.85.9 Physician-Administered Drugs
- Subchapter 37.85.11 Montana Medicaid Provider Incentive Program for Electronic Healthcare Records



- 37.85.402** PROVIDER ENROLLMENT AND AGREEMENTS
- 37.85.403** ICD CLINICAL MODIFICATION (CM) AND PROCEDURAL CODING SYSTEM (PCS) SERVICES
- 37.85.406** BILLING, REIMBURSEMENT, CLAIMS PROCESSING, AND PAYMENT
- 37.85.407** THIRD PARTY LIABILITY
- 37.85.410** DETERMINATION OF MEDICAL NECESSITY
- 37.85.411** PROVIDER RIGHTS
- 37.85.412** INTERPRETATION OF RULES
- 37.85.413** LIMITATIONS ON CODING ADVICE
- 37.85.414** MAINTENANCE OF RECORDS AND AUDITING
- 37.85.415** MEDICAL ASSISTANCE MEDICAID PAYMENT



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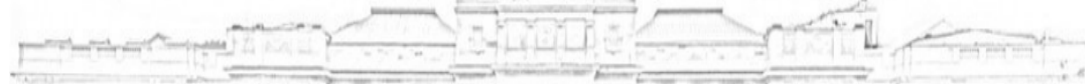
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## ADMINISTRATIVE RULES OF MONTANA



### 37.85.414 MAINTENANCE OF RECORDS AND AUDITING

(1) All providers of service must maintain records which fully demonstrate the extent, nature and medical necessity of services and items provided to Montana Medicaid recipients. The records must support the fee charged or payment sought for the services and items and demonstrate compliance with all applicable requirements.

(a) All records which support a claim for a service or item must be complete within 90 days after

#### Versions

8681

Effective 04/01/2005 - Present

ACTIVE VERSION

#### Referenced by

37.34.1930 PROVIDER REQUIREM... [↗](#)

Citation 37.34.1930

Source Administrative Rules of Mo...

37.27.120 ALL STATE APPROVED P... [↗](#)

Citation 37.27.120

Source Administrative Rules of Mo...

← Back ... Subchapter ... > 37.57.111 PAYMENT LIMITS AND REQUIREMENTS ▼



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## ADMINISTRATIVE RULES OF MONTANA

### 37.57.111 PAYMENT LIMITS AND REQUIREMENTS

(1) The department will provide financial assistance for a CSHS-eligible CYSHCN with a covered condition:

(a) if the benefit is not covered by another payment source, with the exception of the Indian health service (IHS), which is a payer of last resort;

(b) if the department has sufficient federal funds to provide the benefit:

#### Versions

47760

Effective 08/25/2018 - Present ✓

47760

Effective 08/25/2018 - Present

ACTIVE VERSION

38697

Effective 08/09/2013 - 08/25/2018

36879

Effective 08/24/2012 - 08/09/2013

8333

Effective 08/01/2003 - 08/24/2012

#### Relevant MAR Notices



# Coding Reference Materials

Some coding reference materials

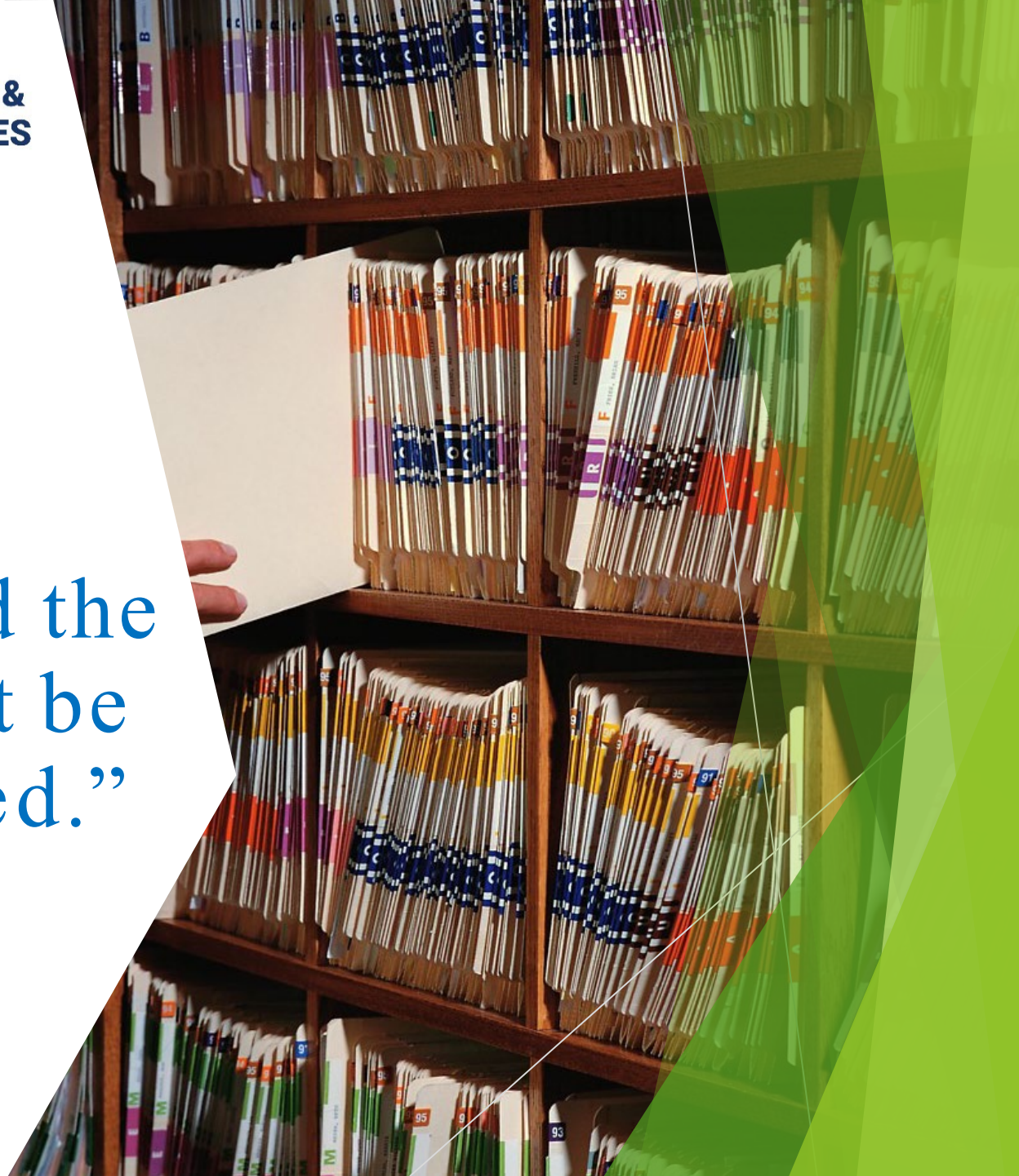
- CPT and CPT Assistant
- HCPCS
- ICD-10 CM
- ICD-10 PCS
- CDT
- DSM
- Publications or training specific to your specialty.





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“If it isn’t  
documented the  
service can’t be  
substantiated.”





Maintain records which demonstrate the extent, nature and medical necessity of services provided [\[ARM 37.85.414\]](#)



**DOCUMENT!**

**DOCUMENT!**

**DOCUMENT!**

**DOCUMENT!**



# Record Keeping Tips

Records cannot be altered and must reflect the services provided. If a record needs to be corrected, a provider should...

- ▶ For Written Documentation:
  - ▶ Cross out with a single line
  - ▶ Write correct information
  - ▶ Date and initial the correction
- ▶ For Electronic Health Records:
  - ▶ Add an addendum to the note/documentation indicating what's incorrect and what's correct
  - ▶ Date and initial the correction



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# Record Keeping Tips

- Providers must have a contingency plan to ensure the availability of documentation in the event of a loss of medical records.

[ARM 37.85.414]

- Providers must obtain written authorization from the Department for any variation from the usual billing practice.

[ARM 37.85.412 and 37.85.413]





# Provider Responsibility

It is the responsibility of the provider to be knowledgeable about sections of the Administrative Rules that relate to their provider type, provider policies and covered services.

In addition, providers are encouraged to ensure their employees are not listed on the federal exclusion databases.

Special Advisory <http://oig.hhs.gov/exclusions/advisories.asp>

- DOLI (<https://ebizws.mt.gov/PUBLICPORTAL/home.jsp>)
  - LEIE (<http://exclusions.oig.hhs.gov/>)
    - SAM (<https://www.sam.gov>)



Thank you for using the Montana Department of Labor & Industry's Record Search Portal. Here you will be able to search for Permits or licenses issued or Continuing Education Providers and Courses approved by the Business Standards Division. To begin make a selection below and click Next.

**Record Type**

Please Choose A Record Type

Building Permits ▼

Next



## License Search

Please be advised that any "license" with REG in the naming convention instead of LIC, is not an actual license, but rather an interstate licensure registration that immediately expires when the state of emergency is no longer in effect.

### License Information

Licensing Board/Program

Select

License Type

Select

License Number

### License Holder Information

First Name

Last Name

Business Name

City

State

Zip

Country

Select

### Verification

Please answer the verification question below before continuing your search.

Select  
License Type  
Select  
License Number

### License Holder Information

First Name Last Name  
  
Business Name  
  
City State Zip  
  
Country  
Select

### Verification

Please answer the verification question below before continuing your search.  
Remaining Attempts: 3



Please enter the number value of each image (example: 587)

Search

Reset

# List of Excluded Individuals/Entities (LEIE)

Browser address bar: <http://exclusions.oig.hhs.gov/>

Navigation menu: Home • FAQs • FOIA • Careers • **HEAT** • Contact Us

**REPORT FRAUD**

U.S. Department of Health & Human Services

**Office of Inspector General**  
U.S. Department of Health & Human Services

Search: Report #, Topic, Keyword.. **Search**  
Advanced

+ - Reset

Navigation tabs: About OIG | Reports & Publications | **Fraud** | Compliance | Recovery Act Oversight | Exclusions | Newsroom

Home > Exclusions

## Search the Exclusions Database ?

### Search For An Individual ?

[Search For Multiple Individuals](#) | [Search For A Single Entity](#) | [Search For Multiple Entities](#)

Last Name (and/or) First Name

**Search** **Clear**

125%

# System for Award Management (SAM)



 **Official U.S. Government Website**  
100% Free

## The Official U.S. Government System for:

**Contract Opportunities**

(was fbo.gov)

**Contract Data**

(Reports ONLY from fpds.gov)

**Wage Determinations**

(was wdol.gov)

**Federal Hierarchy**

Departments and Subtiers

**Assistance Listings**

(was cfda.gov)

**Entity Information**

Entities, Disaster Response Registry,  
and Exclusions

**Entity Reporting**

SCR and Bio-Preferred Reporting



**NEW** [Learn More](#)

## Register Your Entity or Get a Unique Entity ID

Register your entity or get a Unique Entity ID to get started doing business with the federal government.

**Get Started**

**Renew Entity**

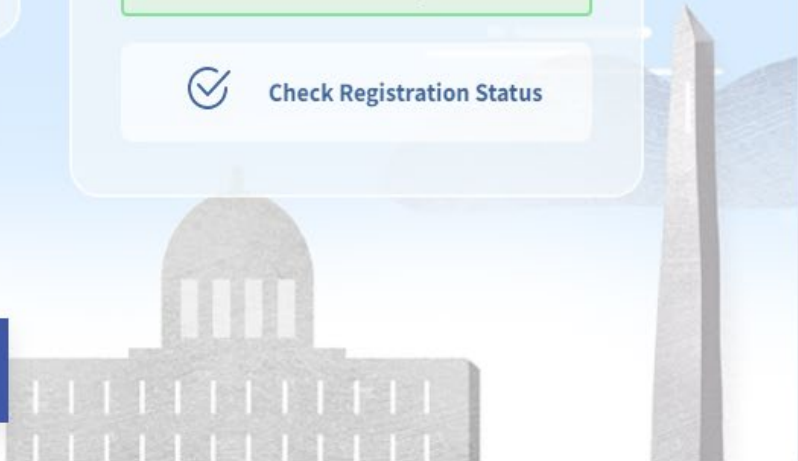
 **Check Registration Status**

Already know what you want to find?

Select Domain...

e.g. 1606N020Q02

Q



## Entity Information

You can search and view entity information, including entity registration records, exclusions, and the Disaster Response Registry from this page. Most entity records are public information, but you must be signed to search and view them.

 [What is an entity?](#)



**Please Sign In:** You must sign in to your SAM.gov account to search Entities or the Disaster Response Registry.

[Sign In](#)

### Search

[Advanced Search](#)

All Entity Information

e.g. 123456789, Smith Corp



All Entity Information

Entities

Disaster Response Registry

Exclusions



[Get help with searching entity registration](#)



[Get help with searching exclusions information](#)

NEW

### Register Your Entity or Get a Unique Entity ID

Register your entity or get a Unique Entity ID to get started doing business with the federal government.

[Get Started](#)[Renew Entity](#)[Check Registration Status](#)

## Entity Information

You can search and view entity information, including entity registration records, exclusions, and the Disaster Response Registry from this page. Most entity records are public information, but you must be signed to search and view them.

 [What is an entity?](#)



**Please Sign In:** You must sign in to your SAM.gov account to search Entities or the Disaster Response Registry.

[Sign In](#)

### Search

[Advanced Search](#)

Exclusions ▼



**NEW**

### Register Your Entity or Get a Unique Entity ID

Register your entity or get a Unique Entity ID to get started doing business with the federal government.

[Get Started](#)
[Renew Entity](#)

[Check Registration Status](#)


[Get help with searching entity registration](#)



[Get help with searching exclusions information](#)

Search

All Words ▼

e.g. 1606N020Q02

**Select Domain**  
**Entity Information**[All Entity Information](#)[Entities](#)[Disaster Response Registry](#)[Exclusions](#)**Filter By****Keyword Search**

For more information on how to use our keyword search,  
visit our [help guide](#)

☐ Any Words ☒ All Words ☐ Exact Phrase 

e.g. 123456789, Smith Corp



## No matches found

We couldn't find a match for your search criteria.

Please try another search or go back to previous results.

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[Home](#) [Search](#) [Data Bank](#) [Data Services](#) [Help](#)

Search

All Words ▼

e.g. 1606N020Q02



### Select Domain Entity Information



All Entity Information

Entities

Disaster Response Registry

Exclusions

Filter By



### Keyword Search

For more information on how to use our keyword search, visit our [help guide](#)

☒ Any Words 
☐ All Words 
☐ Exact Phrase 

e.g. 123456789, Smith Corp

Sort by

Relevance ▼

Showing 1 - 25 of 1,160 results

**Pam Pam** ● Active

DUNS  
(blank)

Unique Entity ID

CAGE Code  
(blank)

Physical Address  
High Ridge, MO 63049 USA

Exclusion

Classification  
Individual

Activation Date  
Jan 28, 2020

Termination Date  
Jan 27, 2023

**Pam Archbald** ● Active

DUNS  
(blank)

Unique Entity ID

CAGE Code  
(blank)

Physical Address  
Missouri City, TX 77459 USA

Exclusion

Classification  
Individual

Activation Date  
Aug 23, 2019

Termination Date  
Aug 22, 2022

**Pam Richardet** ● Active

DUNS  
(blank)

Unique Entity ID

CAGE Code  
(blank)

Physical Address  
High Ridge, MO 63049 USA

Exclusion

Classification  
Individual

Activation Date  
Jan 28, 2020

Termination Date  
Jan 27, 2023

**PAM N OLSEN** ● Active

DUNS  
(blank)

Unique Entity ID

CAGE Code  
(blank)

Physical Address  
PHILADELPHIA, PA 19149 USA

Exclusion

Classification  
Individual

Activation Date  
Jan 18, 2005

Termination Date

## Keyword Search

For more information on how to use our keyword search, visit our [help guide](#)

☒ Any Words 

☐ All Words 

☐ Exact Phrase 

e.g. 123456789, Smith Corp

"Pam Smith" 

Classification 

Excluded Individual 

Excluded Entity 

Federal Organizations 

Exclusion Type 

Exclusion Program 

Location 

Dates 

Reset 

**Pam Richardet** ● Active

**DUNS** Unique Entity ID  
(blank)

CAGE Code  
(blank)

Physical Address  
High Ridge, MO 63049 USA

Exclusion

Classification  
Individual

Activation Date  
Jan 28, 2020

Termination Date  
Jan 27, 2023

**PAM N OLSEN** ● Active

**DUNS** Unique Entity ID  
(blank)

CAGE Code  
(blank)

Physical Address  
PHILADELPHIA, PA 19149 USA

Exclusion

Classification  
Individual

Activation Date  
Jan 18, 2005

Termination Date  
Indefinite

**PAM MARIE NEWPORT** ● Active

**DUNS** Unique Entity ID  
(blank)

CAGE Code  
(blank)

Physical Address  
SAPULPA, OK 74066 USA

Exclusion

Classification  
Individual

Activation Date  
Nov 15, 2004

Termination Date  
Indefinite

**Pam W. Walters** ● Active

**DUNS** Unique Entity ID  
(blank)

CAGE Code  
(blank)

Physical Address  
Tooele, UT 84074 USA

Exclusion

Classification  
Individual

Activation Date  
Aug 6, 1999

Termination Date  
Indefinite

**STEPHEN ANTHONY PAM** ● Active

**DUNS** Unique Entity ID  
(blank)

CAGE Code  
(blank)

Physical Address  
FOLKSTON, GA 31537 USA

Exclusion

Classification  
Individual



DEPARTMENT OF  
**PUBLIC HEALTH &  
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# Health Care Fraud Prevention and Enforcement Action Team (HEAT) Provider Compliance Training

[http://oig.hhs.gov/newsroom/video/2011/heat\\_modules.asp](http://oig.hhs.gov/newsroom/video/2011/heat_modules.asp)

- Understanding Program Exclusions
- Importance of Documentation





U.S. Department of Health and Human Services

**Office of Inspector General**



**Submit a Complaint**

- About **OIG** 
- Reports 
- Fraud 
- Compliance** 
- Exclusions 
- Newsroom 
- Careers 
- COVID-19 Portal**

[Home](#) > [Compliance](#) > HEAT Provider Compliance Training

# HEAT Provider Compliance Training

Training resources resulting from the work of the Health Care Fraud Prevention and Enforcement Action Team (HEAT), an HHS/DOJ initiative.

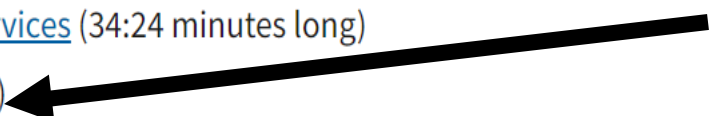
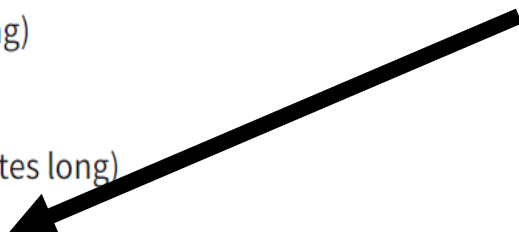
In Spring 2011, HHS-OIG and its government partners provided in-person trainings in Houston, Tampa, Kansas City, Baton Rouge, Denver, and Washington, D.C. The trainings focused on the realities of Medicare and Medicaid fraud and the importance of implementing an effective compliance program.

## Video Series

# Webcast Modules

There are 16 modules in the HEAT Provider Compliance Training Webcast, recorded on May 18, 2011. The following resources are now hosted on YouTube.

1. [Welcome Remarks](#) (4:37 minutes long)
2. [Overview of OIG](#) (9:56 minutes long)
3. [Navigating the Fraud and Abuse Laws](#) (26:26 minutes long)
4. [Compliance Program Basics](#) (17:01 minutes long)
5. [Operating an Effective Compliance Program](#) (15:59 minutes long)
6. [Understanding Program Exclusions](#) (10:26 minutes long)
7. [Navigating the Government](#) (5:10 minutes long)
8. [Overview of Centers for Medicare and Medicaid Services](#) (34:24 minutes long)
9. [Importance of Documentation](#) (17:06 minutes long)
10. [OIG Subpoenas Audits Surveys and Self Disclosure Protocol](#) (17:42 minutes long)
11. [Health Care Fraud Enforcement Panel](#) (6:08 minutes long)
12. [Health Care Fraud Enforcement Panel with CMS Deputy Admin](#) (13:43 minutes long)
13. [Health Care Fraud Enforcement Panel with Special Agent](#) (15:10 minutes long)
14. [Health Care Fraud Enforcement Panel with Asst. US Attorney](#) (17:08 minutes long)
15. [Health Care Fraud Enforcement Panel - Fraud Control Unit](#) (11:15 minutes long)





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# HIPAA

- ▶ American Recovery & Reinvestment Act has many changes for HIPAA [45 CFR, Part 160-164]
  - ▶ [http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111\\_cong\\_bills&docid=f:h1enr.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111_cong_bills&docid=f:h1enr.pdf)
- ▶ CMS Website for HIPAA info
  - ▶ <http://www.cms.gov/HIPAAGenInfo/>
- ▶ Office for Civil Rights Website
  - ▶ <http://www.hhs.gov/ocr/privacy/index.html>

Theran Fries  
Privacy Officer  
HIPAA Program  
Office of Legal Affairs

1-406-444-9503

PO Box 202960  
Helena, MT 59620-2960





# What are we doing?

Our unit is consistently working on several projects:

- Team Reviews
- Self Reviews
- Individual Reviews
- New Provider Reviews
- Data Reviews
- Active Provider Reviews





# The progression of reviews ...

1. Review idea
2. Collection of data
3. Initial contact with provider
4. Records request letter
5. Records review
6. Overpayment letter
7. Administrative Review (AR)
8. Additional records or information for AR
9. AR determination
10. Fair Hearing (FH)
11. FH determination
12. Judicial Court
13. Overpayment
14. Closure



## Top issues within reviews ...

- Incomplete documentation (demonstrating the extent and nature of the service).
- Incomplete or missing orders/prescriptions.
- Missing dates and signatures on notes or DME delivery confirmation.
- Missing time in and out or full amount of time spent on time-based codes.
- Up-coding Evaluation and Management.
- Identifying information on documentation.



## Additional review errors ...

- Billing for services not personally provided.
- Unbundling of services.
- Illegible records.
- Electronic records out of Word.



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## SURS Staff

Jennifer Tucker, CPC, CPIP; SURS Supervisor

- 8 Program Integrity Compliance Specialists

- Licensed Practical Nurse
- Certified Professional Coders
- Certified Dental Coder
- Certified Program Integrity Professionals
- Subject Matter Experts

assigned to multiple provider types and specialties





# Contact Information

## SURS Supervisor

» **Jennifer Tucker, CPC, CPIP**

- DPHHS Office of Inspector General  
SURS Unit  
PO Box 202953  
Helena, MT 59620

[jtucker2@mt.gov](mailto:jtucker2@mt.gov)

406-444-4586



# Questions?





The more  
information  
the better!