Claim Jumper

Upcoming Training

Provider Enrollment sessions held the second Wednesday of every month.

General Resources
July 17, 2025

Billing 101
July 23, 2025
August 27, 2025

General Resources
July 17, 2025
August 6, 2025

CSCT
August 21, 2025

Register Now

SURS Revelations
Ways to Identify Montana Healthcare Program Fraud

Montana Medicaid provider fraud. What does that mean?

The Montana Healthcare Programs Medicaid Fraud and Abuse webpage refers to the term "provider" as doctors, hospitals, clinics, counselors, or any other entity that Medicaid pays to serve our members. Fraud and abuse can occur when a Montana Medicaid provider knowingly cheats the program to receive reimbursements, by making false statements or submitting inaccurate claims.

The following are some examples of provider fraud:
- Billing for a service that was not completed or documented (sometimes referred to as phantom billing)
- Upcoding a CPT or procedure to obtain greater revenue
- Double billing for the same service
- Billing for services that should be combined into one CPT or procedure (unbundling)
- Incorrect or inappropriate use of modifiers

Providers must document the entirety of the service(s) and/or procedure(s) performed to ensure that claims have the appropriate coding and support the level of care. Providers, coders, and billers need to stay well-versed and current with coding guidelines, policies and procedures of Montana Medicaid, and Federal rules and regulations. This will reduce mistakes and oversights that may occur.

Some resources are:
- Administrative Rules of Montana (ARM) 37.85.414 Maintenance of Records and Auditing explains the general expectation of record keeping and documentation.
- The Medicaid provider manual, General Information for Providers also helps with general information for all provider types.
- Provider type pages on MedicaidProvider.mt.gov offer information tailored toward the specific provider type. Select the Resources by Provider Type option in the menu.
- The Contact Us page on MedicaidProvider.mt.gov has contacts and resource links for both state and federal sites.

Regular review of documentation and billing practices can help identify and correct mistakes before they become costly and fraudulent.

In addition to federal requirements and regulations, ARM 37.85.414 Maintenance of Records and Auditing and MedicaidProvider.mt.gov help educate providers on how to avoid errors and fraud. Make sure to review all relevant state and federal policies, procedures, and manuals prior to billing Montana Medicaid.

Remember: **"If it isn't documented the service can't be substantiated!"**

Submitted by Kim Brault, CPC
Program Integrity Compliance Specialist
Program Compliance Bureau
Office of Inspector General
DPHHS

Revalidation – How to Stay Compliant

Per 42 CFR 424.515 [ecfr.gov] providers enrolled with Medicaid are required to revalidate their enrollment every five years.

If you don't complete a revalidation within the designated time frame you could have your payments suspended until the revalidation is completed and could even be subject to a repayment of the funds you received.

When it's time for your revalidation you should receive a letter indicating the steps and time frame allotted to complete your revalidation.

Please do not ignore the notices for revalidation.

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
06/02/2025	FQHC, UIO	Federally Qualified Health Center QMB Only Reimbursement
06/04/2025	Ambulance	Multiple Transports on the Same Day REISSUEDE
06/16/2025	Pharmacy	Albuterol HFA Inhalers – Preferred Drug List (PDL) Enforcement
06/16/2025	Indian Health Service, Mid-Level, Pharmacy, Physician, Tribal 638	Upcoming Changes to the Inhaled Corticosteroid (ICS) Preferred Drug List (PDL) Class
06/17/2025	All Providers	How to Read a Remittance Advice
06/25/2025	All Providers	July 1, 2025 Fee Schedule Updates
06/27/2025	Pharmacy	2025 Annual Dispensing Fee Survey
06/27/2025	Ambulance, DME, Home Health, Hospital Inpatient, Hospital Outpatient, Mid-Level, Physician, Private Duty Nursing	Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services Review and Approval Process Through Mountain Pacific

FEE SCHEDULES

- January 2025 Medicaid Mental Health for Adults Fee Schedule
- [July 2025 Proposed Fee Schedules](#)

ADDITIONAL DOCUMENTS POSTED

- PDL Changes Effective 07/10/2025
- PDL Changes Effective 07/24/2025
- MA37 Instructions Update Form
- January 2025 Monthly Provider Enrollment Training
- DUR Board Meeting Minutes May 2025
- IHS Tribal Training Agenda June 2025
- Community First Choice Services/Personal Care Services Training
- Documentation from a Reviewer Perspective Training June 2025
- The Nuts and Bolts of the Surveillance Utilization Review Section (SURS) June 2025

Top 15 Claim Denials

Claim Denial Reason	June 2025	May 2025
RECIPIENT NOT ELIGIBILE DOS	1	1
PA MISSING OR INVALID	2	3
MISSING/INVALID INFORMATION	3	2
EXACT DUPLICATE	4	4
RECIPIENT COVERED BY PART B	5	6
SUSPECT DUPLICATE	6	5
PROVIDER TYPE/PROCEDURE MISMAT	7	8
CLAIM INDICATES TPL	8	9
REV CODE INVALID FOR PROV TYPE	9	12
SUSPECT DUPLICATE/CONFLICT	10	14
INVALID CLIA CERTIFICATION	11	7
PROC. CONTROL CODE = NOT COVERED	12	10
CLAIM DATE PAST FILING LIMIT	13	11
PROC. FACT. CODE = NOT ALLOWED	14	13
RECIPIENT HAS TPL	15	15

Fraud, Waste, and Abuse…OH MY!

Feel like fraud is happening and you don't know who to talk to?

Call the Montana Medicaid Fraud Control Unit (MFCU) Provider Fraud Hotline (800) 376-1115.

Key Contacts
Montana Healthcare Programs

Provider Relations
General Email:
MTPRHelpdesk@conduent.com
P.O. Box 4936
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 or (888) 772-2341 Fax

Provider Enrollment
Enrollment Email:
MTEnrollment@conduent.com
P.O. Box 89
Great Falls, MT 59403

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
Attach completed form online to your updated enrollment or mail completed form to Provider Services.
P.O. Box 89
Great Falls, MT 59403

Verify Member Eligibility
(800) 624-3958
Option 7 (Provider), Option 3 (Eligibility)

Pharmacy POS Help Desk
(800) 365-4944

Passport
(406) 457-9542

PERM Contact Information
Email: Amy.Kohl@mt.gov
(406) 444-9356

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)