

# Severe and Disabling Mental Illness (SDMI) Waiver

Monthly Provider Meeting

Tuesday, November 19, 2023, Noon – 1:00 pm



DEPARTMENT OF  
**PUBLIC HEALTH &  
HUMAN SERVICES**

**SDMI Updated Administrative Rules**

**HCBS Settings Portal Update**

**Quality Assurance Review**

# SDMI Updated Administrative Rules of Montana (ARMs)

Effective 09.21.2024

ARMs for SDMI 37.90.401-.463

Providers must review ARMs related to the program and the specific services provided.

The SDMI policy manual will be updated to reflect the ARM changes.



# HCBS Settings Portal Update

The new system is a HCBS settings portal and will be used by DPHHS and HCBS providers to ensure ongoing compliance with the HCBS Settings Rule. The HCBS settings portal will improve the efficiency of HCBS compliance activities by giving providers one portal in which they will complete their self-assessments and communicate with DPHHS on all related settings activities.

We are currently working with our Round 1 providers as part of the initial onboarding of the system.

In the meantime, information about the HCBS Settings Rule can be found at [dphhs.mt.gov/hcbs](http://dphhs.mt.gov/hcbs).



# Quality Assurance Review

Mountain Pacific, on behalf of the Behavioral Health and Developmental Disabilities Division (BHDD), will be performing a medical records review of Medicaid documentation for services that occurred between July 1, 2023 - June 30, 2024. Mountain Pacific is a contractor of the Department of Public Health and Human Services and is reviewing paid claims for Medicaid services rendered to verify compliance with program policies and State and Federal Laws.



# Provider Contact Information

The contact information found in Conduent's system is used to send communications.

Please make sure your current email and mailing address is reflected in Conduent's system.



# Records Request

- When requested, providers must submit complete documentation to substantiate billing only for the requested Medicaid members and the requested services, products, equipment, or supplies. Documentation should include but is not limited to progress notes, case notes, invoices, prescriptions, and orders. More specific instructions will be provided with the official records request.
- The entity that was paid is required to maintain records.
- The QA is based on paid claims data.



# Records Request

Providers must upon request provide to the department without charge any records related to services or item provided to a recipient per ARM 37.85.410. ARM 37.85.406 states, “If the department pays a claim but subsequently discovers the provider as not entitled to payment for any reason, the department is entitled to recover the resulting overpayment...regardless of whether the payment was the result of department or provider error, or other cause, and with proving the provider submitted an improper or erroneous claim...”





# Best Practices when communicating with MPQH

- **CMS' reporting deadlines have changed. The review will move more quickly. Please respond timely to requests for records.**
- **Make sure documents are submitted for the entire time period requested.**
- **If a provider provides multiple services, pay attention to the records required for all services provided.**
- **MPQH is your contact for questions and inquiries on the review**



# File Size Considerations

Last year, only a certain size file could be uploaded; there's a notice that will indicate size restrictions. There will be clearer messages regarding the total size of all documents. Providers may need to upload separately.



# Service Utilization Review Section SURS

Non-compliance with the Quality Assurance review may result in a referral to SURS. A referral to SURS could trigger an overpayment or disenrollment as an SDMI provider.

When you have documented well and follow the provider rules, the process runs smoothly.



If you are included in this review, you will be contacted.

Hard copy letters will be mailed to providers included in the review.

If you have any questions, please contact the Mountain Pacific call center at 1-800-219-7035 or [HACS@mpqhf.org](mailto:HACS@mpqhf.org)



# SDMI Contacts

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