

# SURS SFY 2022 Statistics

Reviews opened in SFY 2022 (July 1, 2021 - June 30, 2022). Some reviews are not concluded and may be counted in the previous or following year.

## 1. Top issues reviewed by SURS in SFY 2022:

Type of Issue	# of Issues
Active Provider Review – not commonly reviewed Medicaid services	220
New Provider Review	64
More than one Psychotherapy code billed. (Data audit)	14
Incontinence Supplies	4
Peer Support services H0038	4

Type of Follow – Up Review Issue	# of Issues
Follow up: Records signed more than 90 days from date claim billed to Medicaid, records not signed/dated, records did not support services billed, and billing for in-training practitioners when not allowed.	8
Follow up: Psychotherapy service codes and/or interactive complexity add on code	8
Follow up: Evaluation and Management (E/M) were missing information or records did not support the level of E/M billed	5
Follow up: Records missing signature of dentist and/or did not support service billed	4
Follow up: Durable Medical Equipment services and/or proof of delivery	3

Type of Referral Review Issue	# of Issues
PERM referral: Pharmacy Signature Logs	4
MFCU referral: Inappropriate billing of services	3
Program referral: Suspension or Sharing of NPI numbers	2
Program referral: Provider receiving payment for services without prior authorization	2
EOMB referral: Services provided by another provider	2
MFCU referral: Billing for services not provided	2
Program referral: Accuracy of Pharmacy billing prescriptions	1
EOMB referral: Services needed to be verified	1

<b>Type of Self-Audit Review Issue</b>	<b># of Issues</b>
Self-Audit: Non-covered Chiropractic services	10
Self-Audit: Billed and/or Paid in error	9
Self-Audit: Durable Medical Equipment product returned	4
Self-Audit: Uncredentialed/expired license provider	3
Self-Audit: Errors on time-based codes	3
Self-Audit: High dollar medication billed without prior authorization	2
Self-Audit: Durable Medical Equipment 13-month rentals	2
Self-Audit: Pharmacy services billed in error	1

2. SFY 2022, Reviews opened: 444. Total records requested: 14,338.

3. Number of reviews opened by provider type.

<b>Provider Type</b>	<b>SURS opened reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2022)</b>	<b>% Based on total SURS Reviews</b>
AMBULANCE	4	210	0.90%
AMBULATORY SURGICAL CENTER	1	31	0.23%
AUDIOLOGIST	8	84	1.80%
BIRTHING CENTER	0	2	0.00%
BOARD CERT BEHAVIOR ANALYST	3	41	0.68%
CASE MANAGEMENT - MNTAL HEALTH	2	23	0.45%
CASE MANAGEMENT - TARGETED	0	18	0.00%
CHEMICAL DEPENDENCY CLINIC	8	56	1.80%
CHILDRENS SPECIAL HEALTH SVCS	0	2	0.00%
CHIP EYEGLASSES	1	1	0.23%
CHIROPRACTOR (QMB SVCS ONLY)	0	120	0.00%
CRITICAL ACCESS HOSPITAL	4	47	0.90%
DENTAL	20	699	4.50%
DENTAL (CHIP CLIENTS ONLY)	1	683	0.23%
DENTURIST	6	21	1.35%
DEVELOPMENTAL DISABILITIES FES	0	5	0.00%
DEVELOPMENTAL DISABILITIES PART C	0	5	0.00%
DEVELOPMENTAL DISABILITIES PGM	5	82	1.13%
DIALYSIS CLINIC (FREESTANDING)	1	25	0.23%
DISEASE MANAGEMENT CONTRACTOR	0	0	No Enrolled Providers

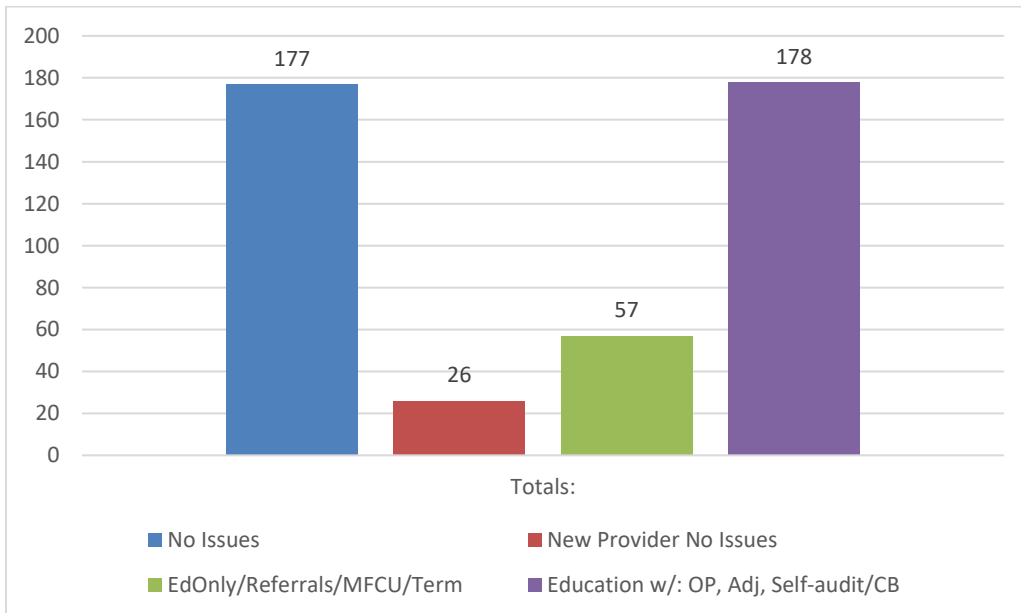
<b>Provider Type</b>	<b>SURS opened reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2022)</b>	<b>% Based on total SURS Reviews</b>
DURABLE MEDICAL EQUIPMENT	48	510	10.81%
EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT (EPSDT)	10	161	2.25%
EYEGLASSES	0	1	0.00%
FAMILY PLANNING CLINIC	0	11	0.00%
FEDERALLY QUAL HEALTH CENTER	5	65	1.13%
GROUP/CLINIC	34	1,522	7.66%
HEARING AID DISPENSER	3	37	0.68%
HOME & COMM BASED SERVICES	2	589	0.45%
HOME DIALYSIS ATTENDANT	0	0	No Enrolled Providers
HOME HEALTH AGENCY	1	26	0.23%
HOME INFUSION THERAPY	0	16	0.00%
HOSPICE	0	33	0.00%
HOSPITAL - INPATIENT	3	350	0.68%
HOSPITAL - OUTPATIENT	0	0	No Enrolled Providers
HOSPITAL - SWING BED	0	48	0.00%
ICF - MR	0	2	0.00%
INDEP DIAG TESTING FACILITY	8	26	1.80%
INDIAN HEALTH SERVICES	2	19	0.45%
LABORATORY	19	191	4.28%
LICENSED ADDICTION COUNSELOR	0	64	0.00%
LICENSED DIRECT ENTRY MIDWIFE	0	2	0.00%
LICENSED PROFESSIONL COUNSELOR	26	1,154	5.86%
MARRIAGE AND FAMILY THERAPIST	1	5	0.23%
MENTAL HEALTH CENTER	2	36	0.45%
MID-LEVEL PRACTITIONER	35	5,806	7.88%
MOBILE IMAGING SERVICE	0	2	0.00%
NURSING HOME	1	75	0.23%
NUTRITIONIST/DIETICIAN	0	145	0.00%
OCCUPATIONAL THERAPIST	7	351	1.58%
OPIOID TREATMENT PROGRAM	0	0	No Enrolled Providers
OPTICIAN	0	29	0.00%
OPTOMETRIST	14	244	3.15%
PERSONAL CARE AGENCY	2	79	0.45%
PGM 4 ALL-INCLUSIVE CARE 4 ELDER	0	0	No Enrolled Providers
PHARMACIST	6	40	1.35%
PHARMACY	9	444	2.03%
PHYSICAL THERAPIST	26	1,121	5.86%
PHYSICIAN	53	13,111	11.94%
PODIATRIST	1	74	0.23%

Provider Type	SURS opened reviews	Conduent Enrolled MT Medicaid Providers (6/30/2022)	% Based on total SURS Reviews
PRIVATE DUTY NURSING AGENCY	0	4	0.00%
PSYCHIATRIC RES TREATMENT FAC	1	29	0.23%
PSYCHIATRIST	3	338	0.68%
PSYCHOLOGIST	0	282	0.00%
PUBLIC HEALTH CLINIC	0	42	0.00%
RURAL HEALTH CLINIC	2	65	0.45%
SCHOOL	10	531	2.25%
SDMI HCBS Waiver	0	512	0.00%
SNF/ICF-MENTAL AGED	0	1	0.00%
SOCIAL WORKER	22	950	4.95%
SPEECH PATHOLOGIST	19	325	4.28%
TAXI	0	12	0.00%
THERAPEUTIC FOSTER CARE	2	14	0.45%
THERAPEUTIC GROUP HOME	2	28	0.45%
TRANSPORTATION NON-EMERGENCY	0	7	0.00%
TRIBAL	0	2	0.00%
MISC NOT ENROLLED PROVIDERS	1	0	0.23%
<b>TOTALS</b>	<b>444*</b>	<b>31,686</b>	<b>100.00%</b>

\*Reviews may continue from the previous or to the next fiscal year

❖ SURS reviewed 1.40% of Medicaid Providers enrolled as June 30, 2022.

### Case Resolution table\*



\*Reviews may continue from the previous or to the next fiscal year

- ❖ SURS provides education regarding error(s) and/or general Medicaid information for every case closed.

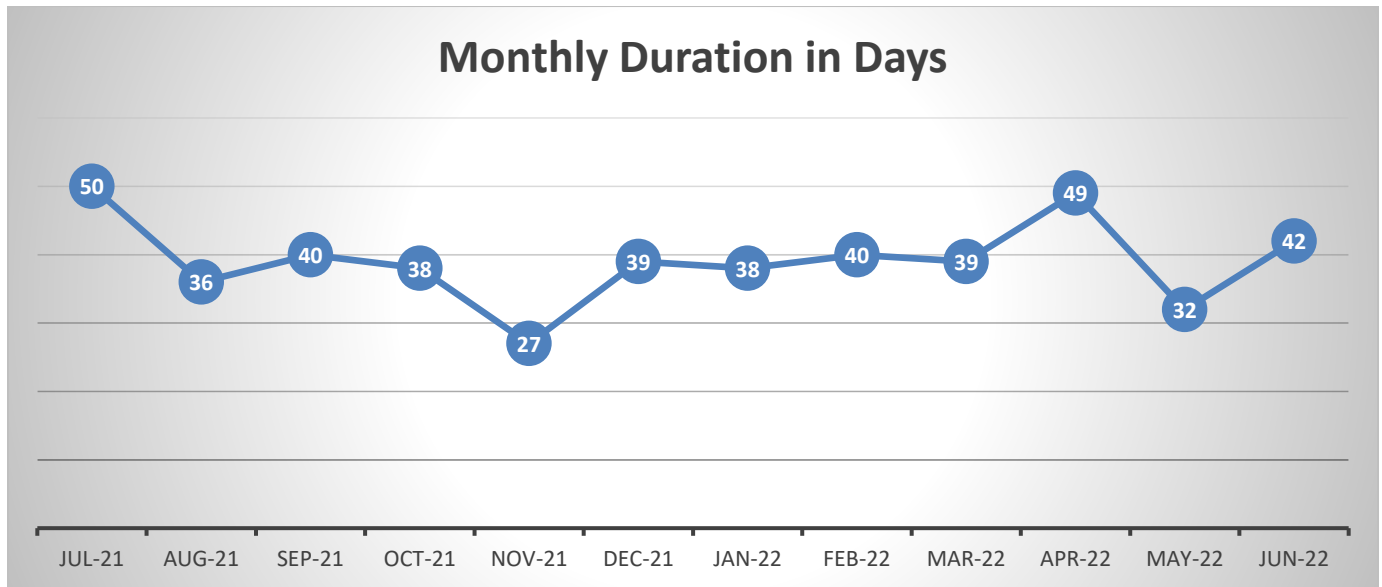
#### 4. The number and aggregate dollar amounts results from SURS reviews.

- Overpayments Identified:
  - 136 reviews
  - \$286,734
- Overpayments Collected\*:
  - 140 payments
  - \$522,315
- Underpayments Identified:
  - 3 reviews
  - \$4,392

*\*The number of payments reported may contain multiple payments per provider.*

*Collections may include overpayments established in prior years.*

5. SFY 22 – The annual average duration of SURS reviews from initiation or records received to completion was 39 days.



July-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
50	36	40	38	27	39	38	40	39	49	32	42

6 & 7. Of the 444 reviews, 136 had overpayments established. Of the established overpayments\*:

25 cases proceeded to an Administrative Review (AR)

0 cases proceeded to Fair Hearing (FH)

0 continued to Board of Public Assistance (BPA)

0 went to Court

*\*Reviews may be reflected in more than one category and may be from a review that started in a previous year.*

SURS advises providers to review all applicable laws, rules and written policies pertaining to the Montana Medicaid Program, including but not limited to Title XIX of the Social Security Act, the Code of Federal Regulations (CFR), Montana Code Annotated (MCA), Administrative Rules of Montana (ARM), and written Department of Public Health and Human Services (Department) policies, including but not limited to policies,

contained in the Medicaid Provider Manuals, Provider Notices and Claim Jumper Newsletters.

8. Montana Medicaid does not currently have a contracted auditor.