

# SURS SFY 2023 Statistics

Reviews opened in SFY 2023 (July 1, 2022 - June 30, 2023). Some reviews are not concluded and may be counted in the previous or following year.

## 1. Top issues reviewed by SURS in SFY 2023:

Type of Issue	# of Issues
Active Provider Review – not commonly reviewed Medicaid services	113
New Provider Review	63
NCCI Speech Therapy (Data Review)	8
NCCI More than one unit of Psychotherapy services billed in a day (Data Review)	6
Excessive billing of Psychotherapy codes	2

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.	9
Follow up: Psychotherapy code 90791, 90837, 90834, and 90832 for appropriate billing	7
Follow up: Intensive Outpatient Patient Therapy (IOP) Services	3
Follow up: Durable Medical Equipment (DME) records missing prescriptions, proof of delivery, and suggested list price	3
Follow up: Records did not fully demonstrate the extent and nature of the services provided, missing information to support service billed, no record received, and incorrect treating provider billed	3

Type of Referral Review Issue	# of Issues
EOMB referral: Services not received	7
Trauma Questionnaire referral: ER visit not provided	7
Program referral: Pharmacy Signature Logs	4
Trauma Questionnaire referral: Services not provided	4
MFCU referral: Inappropriate billing of services	4
Program referral: billing 99490 and 99439 inappropriately when services are provided by nurses or community health workers	2

<b>Type of Self-Review Issue</b>	<b># of Issues</b>
Self-Review: Targeted Case Management and IOP Services changes	7
Self-Review: Durable Medical Equipment product returned	6
Self-Review: Billed and/or Paid in error	5
Self-Review: Primary Insurance paid in full	2
Self-Review: High dollar medication billed without prior authorization	2
Self-Review: Durable Medical Equipment 13-month rentals	2
Self-Review: Pharmacy services billed in error	2
Self-Review: Pharmacy provider system error on refill prescriptions	1

2. SFY 2023, Reviews opened: 166. Total records requested: 10,518.

3. Number of reviews opened by provider type.

<b>Provider Type</b>	<b>SURS opened reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2023)</b>	<b>% Based on total SURS Reviews</b>
AMBULANCE	1	236	0.60%
AMBULATORY SURGICAL CENTER	4	34	2.41%
AUDIOLOGIST	0	96	0.00%
BIRTHING CENTER	0	2	0.00%
BOARD CERT BEHAVIOR ANALYST	0	57	0.00%
CASE MANAGEMENT - MNTAL HEALTH	1	24	0.60%
CASE MANAGEMENT - TARGETED	0	18	0.00%
CHEMICAL DEPENDENCY CLINIC	12	62	7.23%
CHILDRENS SPECIAL HEALTH SVCS	1	2	0.60%
CHIP EYEGLASSES	0	1	0.00%
CHIROPRACTOR (QMB SVCS ONLY)	0	125	0.00%
CRITICAL ACCESS HOSPITAL	2	47	1.20%
DENTAL	6	759	3.61%
DENTAL (CHIP CLIENTS ONLY)	0	732	0.00%
DENTURIST	1	22	0.60%
DEVELOPMENTAL DISABILITIES FES	0	5	0.00%
DEVELOPMENTAL DISABILITIES PART C	0	5	0.00%
DEVELOPMENTAL DISABILITIES PGM	0	90	0.00%
DIALYSIS CLINIC	6	26	3.61%

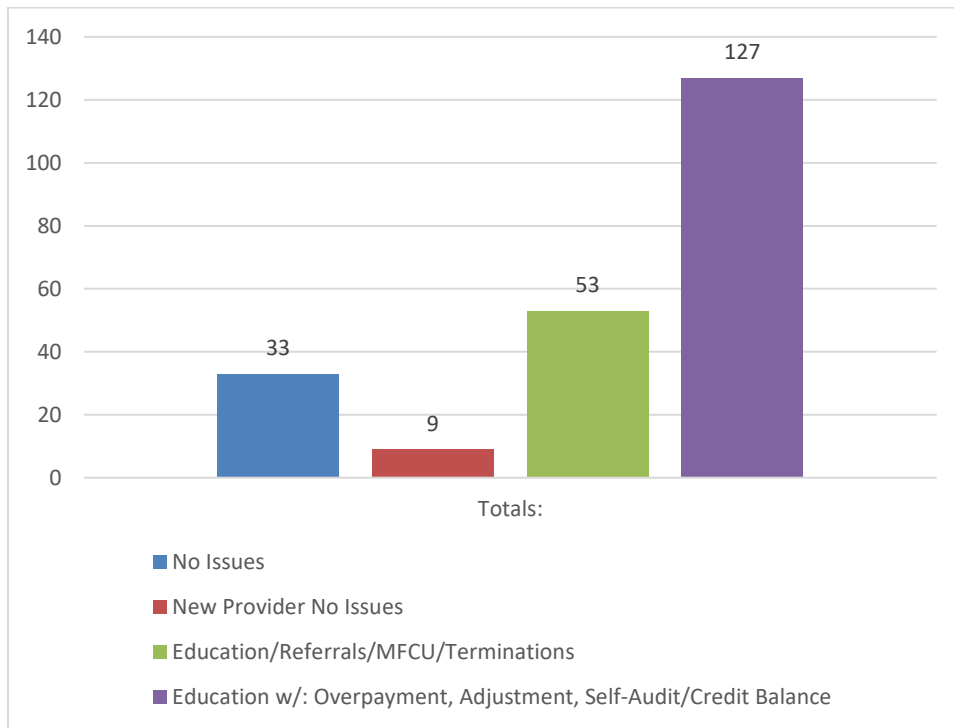
<b>Provider Type</b>	<b>SURS opened reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2023)</b>	<b>% Based on total SURS Reviews</b>
DISEASE MANAGEMENT CONTRACTOR	0	1	0.00%
DURABLE MEDICAL EQUIPMENT	13	532	7.83%
EPSDT	0	176	0.00%
EYEGLASSES	0	1	0.00%
FAMILY PLANNING CLINIC	2	12	1.20%
FEDERALLY QUAL HEALTH CENTER	1	74	0.60%
GROUP/CLINIC	14	1,946	8.43%
HEARING AID DISPENSER	0	43	0.00%
HOME & COMM BASED SERVICES	10	645	6.02%
HOME DIALYSIS ATTENDANT	0	0	No enrolled providers
HOME HEALTH AGENCY	0	26	0.00%
HOME INFUSION THERAPY	0	16	0.00%
HOSPICE	0	36	0.00%
HOSPITAL - INPATIENT	8	490	4.82%
HOSPITAL - OUTPATIENT	0	0	No enrolled providers
HOSPITAL - SWING BED	0	48	0.00%
ICF - MR	0	2	0.00%
INDEP DIAG TESTING FACILITY	0	26	0.00%
INDIAN HEALTH SERVICES	0	20	0.00%
LABORATORY	0	249	0.00%
LICENSED ADDICTION COUNSELOR	0	120	0.00%
LICENSED DIRECT ENTRY MIDWIFE	1	2	0.60%
LICENSED PROFESSIONL COUNSELOR	8	1,290	4.82%
MARRIAGE AND FAMILY THERAPIST	0	11	0.00%
MENTAL HEALTH CENTER	0	39	0.00%
MID-LEVEL PRACTITIONER	15	6,966	9.04%
MOBILE IMAGING SERVICE	2	2	1.20%
NURSING HOME	1	81	0.60%
NUTRITIONIST/DIETICIAN	0	173	0.00%
OCCUPATIONAL THERAPIST	3	429	1.81%
OPIOID TREATMENT PROGRAM	0	0	No enrolled providers
OPTICIAN	7	32	4.22%
OPTOMETRIST	1	271	0.60%
PERSONAL CARE AGENCY	0	84	0.00%

<b>Provider Type</b>	<b>SURS opened reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2023)</b>	<b>% Based on total SURS Reviews</b>
PGM 4 ALL-INCLUSIVE CARE 4 ELDER	0	0	No enrolled providers
PHARMACIST	0	45	0.00%
PHARMACY	4	492	2.41%
PHYSICAL THERAPIST	2	1,287	1.20%
PHYSICIAN	20	15,644	12.05%
PODIATRIST	0	88	0.00%
PRIVATE DUTY NURSING AGENCY	0	5	0.00%
PSYCHIATRIC RES TREATMENT FAC	0	31	0.00%
PSYCHIATRIST	2	400	1.20%
PSYCHOLOGIST	0	305	0.00%
PUBLIC HEALTH CLINIC	1	44	0.60%
RURAL HEALTH CLINIC	2	66	1.20%
SCHOOL	5	536	3.01%
SDMI HCBS Waiver	1	539	0.60%
SNF/ICF-MENTAL AGED	0	1	0.00%
SOCIAL WORKER	4	1,069	2.41%
SPEECH PATHOLOGIST	5	389	3.01%
TAXI	0	13	0.00%
THERAPEUTIC FOSTER CARE	0	14	0.00%
THERAPEUTIC GROUP HOME	0	28	0.00%
TRANSPORTATION NON-EMERGENCY	0	9	0.00%
TRIBAL	0	2	0.00%
<b>TOTALS</b>	<b>166*</b>	<b>37,193</b>	<b>100.00%</b>

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

❖ SURS opened reviews on .45% of Medicaid Providers enrolled as June 30, 2023.

## 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.

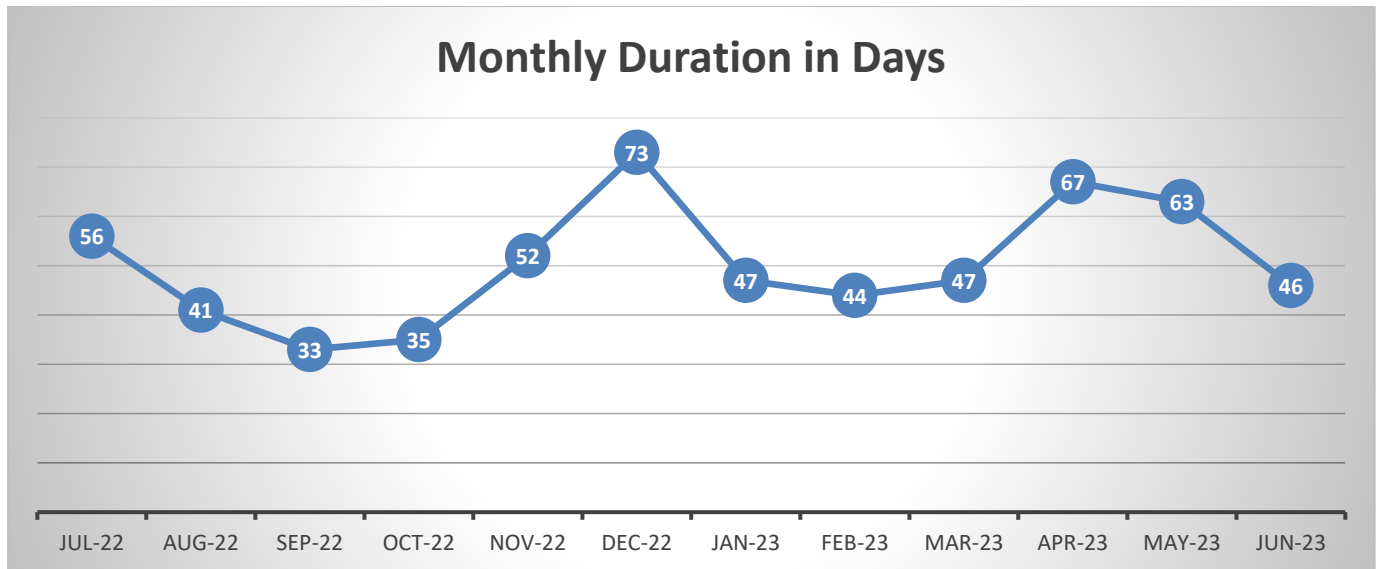
#### 4. The number and aggregate dollar amounts results from SURS reviews.

- Overpayments Identified\*:
  - 82 reviews
  - \$1,243,728
- Overpayments Collected\*\*:
  - 230 payments
  - \$708,076
- Underpayments Identified:
  - 2 reviews
  - \$18,225

*\* Overpayment identified may have been from reviews opened in the previous year.*

*\*\* The number of payments reported may contain multiple payments per provider. Collections may include overpayments established in prior years.*

5. SFY 23 – The annual average duration of SURS reviews from initiation or records received to completion was 50 days.



July-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
56	41	33	35	52	73	47	44	47	67	63	46

6 & 7. Of the 344 reviews under review, 82 had overpayments established. Of the established overpayments\*:

22 cases proceeded to an Administrative Review (AR)

1 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.