

SURS SFY 2024 Statistics

Reviews opened in SFY 2024 (July 1, 2023 - June 30, 2024). Some reviews are not concluded and may be counted in the previous or following year.

1. Top issues reviewed by SURS in SFY 2024:

Type of Issue	# of Issues
New Provider Review	40
Active Provider Review – not commonly reviewed Medicaid services	18
Pharmacy services billed after recipient date of death (Data Review)	7
Group/Clinic billing mental health services	5
Opioid medication distribution	1

Type of Follow – Up Review Issue	# of Issues
Follow up: on Evaluation and Management services records not signed/dated, and records did not support services billed.	4
Follow up: Records did not fully demonstrate the extent and nature of the services provided, missing information to support service billed, and no record received.	4
Follow up: Therapy services missing order/referral, order/referral received after services provided, or order/referral was more than 180 days old.	3
Follow up: Dental services missing appropriate signatures or not signed and dated.	2
Follow up: Audiology services not signed and dated, and date of service on records did not match date of service billed.	1

Type of Referral Review Issue	# of Issues
Trauma Questionnaire referral: Services not received	4
MFCU referral: Recover inappropriately billed services MFCU discovered, no fraud	2
Program referral: No records submitted to Mountain Pacific Quality Health for review	2
Trauma Questionnaire referral: Recipient received different services than billed	1
MFCU referral: Inappropriate billing of services	1
EOMB referral: Billing for services after recipient date of death	1
Program referral: Dental services D8670 billed inappropriately	1
EOMB referral: Services not received	1

Type of Self-Review Issue	# of Issues
Self-Review: Primary provider reprocessed billed in error	9
Self-Review: Durable Medical Equipment product returned	3
Self-Review: Billed and/or Paid in error	2
Self-Review: Duplicate billing issue due to electronic health record system	1
Self-Review: Substance use disorder intensive outpatient therapy services paid in error	1

2. SFY 2024, Reviews opened: 138. Total records requested: 12,029.

3. Number of reviews opened by provider type.

Provider Type	SURS opened reviews	Conduent Enrolled MT Medicaid Providers (6/30/2024)	% Based on total SURS Reviews
AMBULANCE	2	254	1.45%
AMBULATORY SURGICAL CENTER	0	32	0.00%
AUDIOLOGIST	2	92	1.45%
BIRTHING CENTER	0	3	0.00%
BOARD CERT BEHAVIOR ANALYST	0	65	0.00%
CASE MANAGEMENT - MNTAL HEALTH	0	30	0.00%
CASE MANAGEMENT - TARGETED	0	15	0.00%
CHEMICAL DEPENDENCY CLINIC	1	69	0.72%
CHILDRENS SPECIAL HEALTH SVCS	0	1	0.00%
CHIP EYEGLASSES	0	1	0.00%
CHIROPRACTOR (QMB SVCS ONLY)	0	116	0.00%
CRISIS STABILIZATION	0	3	0.00%
CRITICAL ACCESS HOSPITAL	7	49	5.07%
DENTAL	10	723	7.25%
DENTAL (CHIP CLIENTS ONLY)	0	692	0.00%
DENTURIST	1	21	0.72%
DEVELOPMENTAL DISABILITIES FES	0	5	0.00%
DEVELOPMENTAL DISABILITIES PART C	0	5	0.00%
DEVELOPMENTAL DISABILITIES PASRR	0	2	0.00%

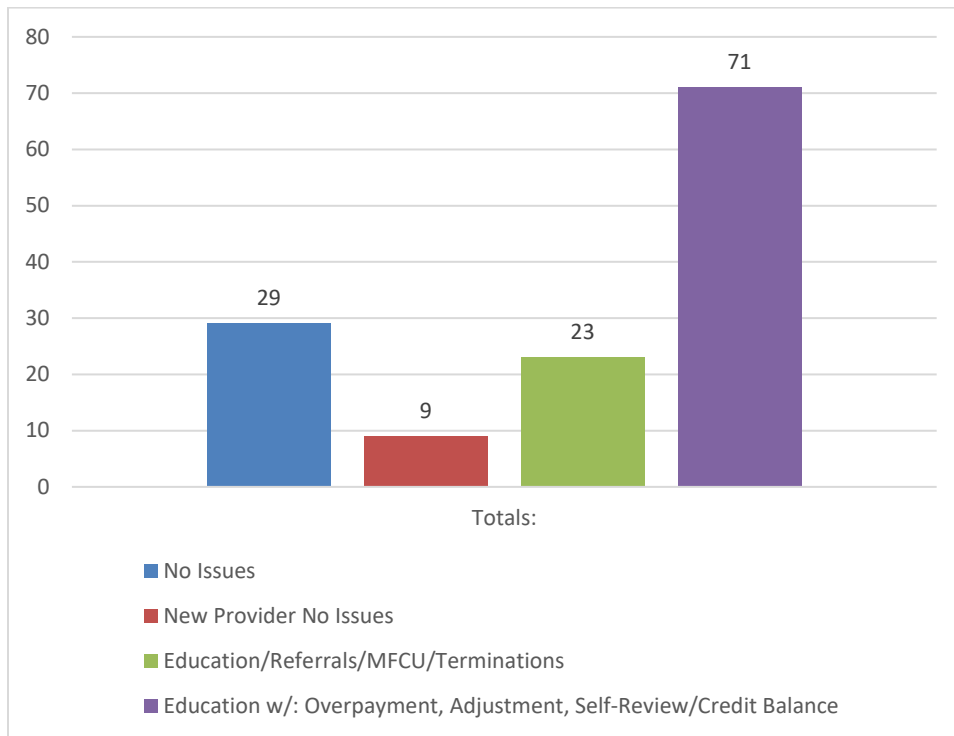
Provider Type	SURS opened reviews	Conduent Enrolled MT Medicaid Providers (6/30/2024)	% Based on total SURS Reviews
DEVELOPMENTAL DISABILITIES PGM	2	88	1.45%
DIALYSIS CLINIC	0	27	0.00%
DISEASE MANAGEMENT CONTRACTOR	0	0	No enrolled providers
DURABLE MEDICAL EQUIPMENT	19	471	13.77%
EPSDT	0	167	0.00%
EYEGLASSES	0	1	0.00%
FAMILY PLANNING CLINIC	0	12	0.00%
FEDERALLY QUAL HEALTH CENTER	1	75	0.72%
GROUP/CLINIC	13	2,146	9.42%
HEARING AID DISPENSER	0	37	0.00%
HOME & COMM BASED SERVICES	1	645	0.72%
HOME DIALYSIS ATTENDANT	0	0	No enrolled providers
HOME HEALTH AGENCY	0	29	0.00%
HOME INFUSION THERAPY	0	16	0.00%
HOSPICE	1	38	0.72%
HOSPITAL - INPATIENT	1	535	0.72%
HOSPITAL - OUTPATIENT	0	0	No enrolled providers
HOSPITAL - SWING BED	0	49	0.00%
ICF - MR	0	1	0.00%
INDEP DIAG TESTING FACILITY	1	27	0.72%
INDIAN HEALTH SERVICES	1	16	0.72%
LABORATORY	9	239	6.52%
LICENSED ADDICTION COUNSELOR	0	156	0.00%
LICENSED DIRECT ENTRY MIDWIFE	0	1	0.00%
LICENSED PROFESSIONL COUNSELOR	2	1,282	1.45%
MARRIAGE AND FAMILY THERAPIST	0	14	0.00%
MENTAL HEALTH CENTER	2	57	1.45%
MID-LEVEL PRACTITIONER	12	6,300	8.70%
MOBILE IMAGING SERVICE	0	2	0.00%
NURSING HOME	3	82	2.17%
NUTRITIONIST/DIETICIAN	0	126	0.00%
OCCUPATIONAL THERAPIST	0	409	0.00%
OPIOID TREATMENT PROGRAM	0	0	No enrolled providers
OPTICIAN	1	28	0.72%
OPTOMETRIST	3	262	2.17%
PERSONAL CARE AGENCY	0	91	0.00%

Provider Type	SURS opened reviews	Conduent Enrolled MT Medicaid Providers (6/30/2024)	% Based on total SURS Reviews
PGM 4 ALL-INCLUSIVE CARE 4 ELDER	0	0	No enrolled providers
PHARMACIST	0	43	0.00%
PHARMACY	4	484	2.90%
PHYSICAL THERAPIST	5	1,189	3.62%
PHYSICIAN	13	14,038	9.42%
PODIATRIST	1	86	0.72%
PRIVATE DUTY NURSING AGENCY	0	5	0.00%
PSYCHIATRIC RES TREATMENT FAC	0	27	0.00%
PSYCHIATRIST	3	324	2.17%
PSYCHOLOGIST	0	284	0.00%
PUBLIC HEALTH CLINIC	4	43	2.90%
RURAL HEALTH CLINIC	1	76	0.72%
SCHOOL	0	498	0.00%
SDMI HCBS Waiver	2	448	1.45%
SNF/ICF-MENTAL AGED	0	1	0.00%
SOCIAL WORKER	10	1,021	7.25%
SPEECH PATHOLOGIST	0	355	0.00%
TAXI	0	17	0.00%
THERAPEUTIC FOSTER CARE	0	13	0.00%
THERAPEUTIC GROUP HOME	0	29	0.00%
TRANSPORTATION NON-EMERGENCY	0	11	0.00%
TRIBAL	0	4	0.00%
T O T A L S	138*	34,603	100.00%

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

❖ SURS opened reviews on .40% of Medicaid Providers enrolled as of June 30, 2024.

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.

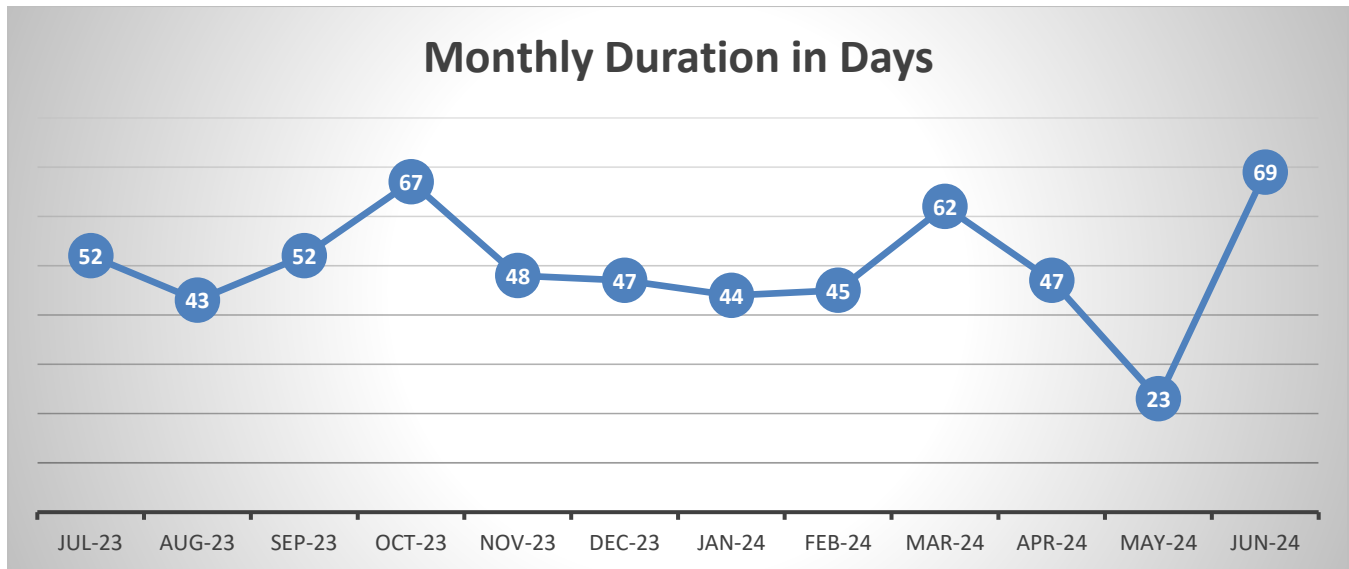
4. The number and aggregate dollar amounts results from SURS reviews.

- Overpayments Identified*:
 - 73 reviews
 - \$1,291,641
- Overpayments Collected**:
 - 228 payments
 - \$1,003,186
- Underpayments Identified:
 - 0 reviews
 - \$0

* 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 24 – The annual average duration of SURS reviews from initiation or records received to completion was 50 days.



July-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
52	43	52	67	48	47	44	45	62	47	23	69

6 & 7. Of the 255 reviews under review, 73 had overpayments established. Of the established overpayments*:

18 cases proceeded to an Administrative Review (AR)

7 cases proceeded to Fair Hearing (FH)

1 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.