

# SURS SFY 2021 Statistics

Reviews opened in SFY 2021 (July 1, 2020 - June 30, 2021). Some reviews are not concluded and may be counted in the previous or following year.

## 1. Top issues reviewed by SURS in SFY 2021:

Type of Issue	# of Issues
Active Provider Review – not commonly reviewed Medicaid services	226
New Provider Review	101
Chemical Dependency Centers billing for Psychiatric codes	10
Group/Clinics billing Psychotherapy codes	10
Off the Shelf Orthotics correct billing	5
Group/Clinic billing 99211 with modifier 25	4
Home Infusion Therapy billed with modifiers SJ and SH	2
Home Ventilators	2
Phenylketonuria (PKU)/Inborn Errors of Metabolism (IEM) services criteria requirements	2

Type of Follow – Up Review Issue	# of Issues
Follow up: Psychotherapy and Psychiatric service codes	19
Follow Up: Evaluation and Management (E/M) as separately identifiable from other services or billing incorrect E/M services.	8
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.	6
Follow up: Incorrect billing of Evaluation and Management (E/M) code 99211	3
Follow up: Comprehensive School and Community Treatment (CSCT) services and records missing signatures	2

Type of Referral Review Issue	# of Issues
Program referral: Peer Support and Intensive Outpatient (IOP) service	10
EOMB referral: Services needed to be verified	6
Program referral: ABCD Dental certification	6
EOMB referral: Services not provided	6
Program referral: Collaborative Practice Drug Therapy Management program	5
PERM referral: Pharmacy Signature Logs	5

Type of Referral Review Issue	# of Issues
MFCU referral: Billing for services not provided	3

Type of Self-Audit Review Issue	# of Issues
Self-Audit: DME product returned to supplier	5
Self-Audit: In-training practitioner services billed in error	5
Self-Audit: Billed and/or Paid in error	2
Self-Audit: Services billed under wrong insurance	1
Self-Audit: Comprehensive School and Community Treatment (CSCT) services missing treatment plans, signatures, and services not rendered	1
Self-Audit: Overbilling of Group Home stay	1
Self-Audit: Therapeutic Group Home services not meeting weekly minute requirements	1
Self-Audit: Maternity care/services billed for same patient same date of services under two provider types, same provider	1
Self-Audit: Billing code 99211 Evaluation and Management (E/M)	1

2. SFY 2021, Reviews opened: 581. Total records requested: 8,799.

3. Number of reviews opened by provider type.

Provider Type	SURS open reviews	Conduent Enrolled MT Medicaid Providers (6/30/2021)	% Based on total SURS Reviews
AMBULANCE	7	204	1.21%
AMBULATORY SURGICAL CENTER	11	30	1.90%
AUDIOLOGIST	5	77	0.86%
BIRTHING CENTER	0	2	0.00%
BOARD CERT BEHAVIOR ANALYST	2	33	0.35%
CASE MANAGEMENT - MNTAL HEALTH	4	22	0.69%
CASE MANAGEMENT - TARGETED	6	18	1.04%
CHEMICAL DEPENDENCY CLINIC	20	52	3.45%
CHILDRENS SPECIAL HEALTH SVCS	1	2	0.17%
CHIP EYEGLASSES	0	1	0.00%
CHIROPRACTOR (QMB SVCS ONLY)	2	120	0.35%
CRITICAL ACCESS HOSPITAL	10	47	1.73%
DENTAL	13	670	2.25%

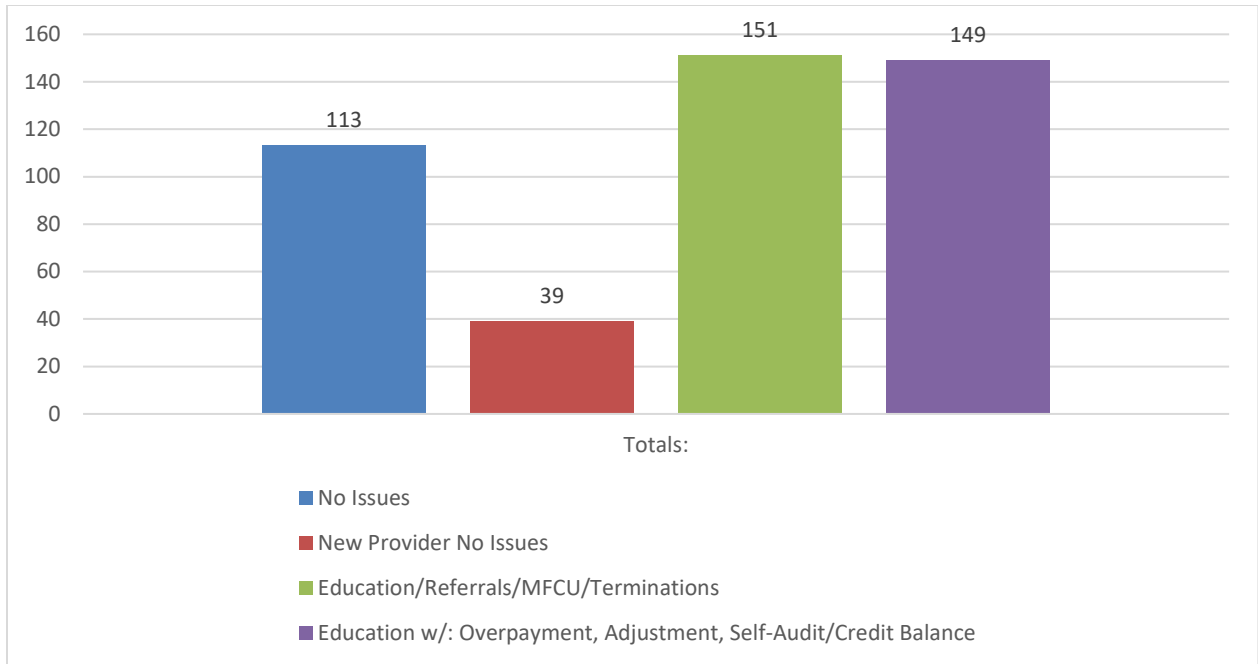
<b>Provider Type</b>	<b>SURS open reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2021)</b>	<b>% Based on total SURS Reviews</b>
DENTAL (CHIP CLIENTS ONLY)	1	656	0.17%
DENTURIST	7	19	1.21%
DEVELOPMENTAL DISABILITIES FES	0	5	0.00%
DEVELOPMENTAL DISABILITIES PART C	0	5	0.00%
DEVELOPMENTAL DISABILITIES PGM	10	77	1.73%
DIALYSIS CLINIC	3	26	0.52%
DISEASE MANAGEMENT CONTRACTOR	0	1	0.00%
DURABLE MEDICAL EQUIPMENT	28	501	4.84%
EARLY AND PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT (EPSDT)	2	157	0.35%
EYEGASSES	0	1	0.00%
FAMILY PLANNING CLINIC	10	11	1.73%
FEDERALLY QUAL HEALTH CENTER	14	63	2.42%
GROUP/CLINIC	37	1,482	6.39%
HEARING AID DISPENSER	5	36	0.86%
HOME & COMM BASED SERVICES	4	566	0.69%
HOME DIALYSIS ATTENDANT	0	0	0.00%
HOME HEALTH AGENCY	12	26	2.07%
HOME INFUSION THERAPY	3	15	0.52%
HOSPICE	6	33	1.04%
HOSPITAL - INPATIENT	9	432	1.55%
HOSPITAL - OUTPATIENT	1	1	0.17%
HOSPITAL - SWING BED	9	48	1.55%
ICF - MR	1	2	0.17%
INDEP DIAG TESTING FACILITY	5	26	0.86%
INDIAN HEALTH SERVICES	9	18	1.55%
LABORATORY	4	194	0.69%
LICENSED ADDICTION COUNSELOR	0	55	0.00%
LICENSED DIRECT ENTRY MIDWIFE	0	2	0.00%
LICENSED PROFESSIONL COUNSELOR	39	1,091	6.74%
MENTAL HEALTH CENTER	5	37	0.86%
MID-LEVEL PRACTITIONER	34	5,591	5.87%
MOBILE IMAGING SERVICE	1	2	0.17%
NURSING HOME	8	76	1.38%
NUTRITIONIST/DIETICIAN	4	128	0.69%
OCCUPATIONAL THERAPIST	13	305	2.25%
OPIOID TREATMENT PROGRAM	0	0	0.00%
OPTICIAN	12	29	2.07%
OPTOMETRIST	14	239	2.42%
PERSONAL CARE AGENCY	1	73	0.17%
PGM 4 ALL-INCLUSIVE CARE 4 ELDER	0	0	0.00%

<b>Provider Type</b>	<b>SURS open reviews</b>	<b>Conduent Enrolled MT Medicaid Providers (6/30/2021)</b>	<b>% Based on total SURS Reviews</b>
PHARMACIST	0	34	0.00%
PHARMACY	15	460	2.59%
PHYSICAL THERAPIST	17	996	2.94%
PHYSICIAN	58	12,753	10.02%
PODIATRIST	8	80	1.38%
PRIVATE DUTY NURSING AGENCY	1	5	0.17%
PSYCHIATRIC RES TREATMENT FAC	7	26	1.21%
PSYCHIATRIST	9	196	1.55%
PSYCHOLOGIST	8	349	1.38%
PUBLIC HEALTH CLINIC	4	43	0.69%
RURAL HEALTH CLINIC	6	67	1.04%
SCHOOL	10	524	1.73%
SNF/ICF-MENTAL AGED	1	1	0.17%
SOCIAL WORKER	28	908	4.84%
SPEECH PATHOLOGIST	6	289	1.04%
TAXI	5	12	0.86%
THERAPEUTIC FOSTER CARE	0	14	0.00%
THERAPEUTIC GROUP HOME	1	27	0.17%
TRANSPORTATION NON-EMERGENCY	2	7	0.35%
TRIBAL	1	2	0.17%
<b>TOTALS</b>	<b>581*</b>	<b>30,100</b>	<b>100.00%</b>

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

❖ SURS reviewed 1.92% of Medicaid Providers enrolled as June 30, 2021.

Case Resolution table\*



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

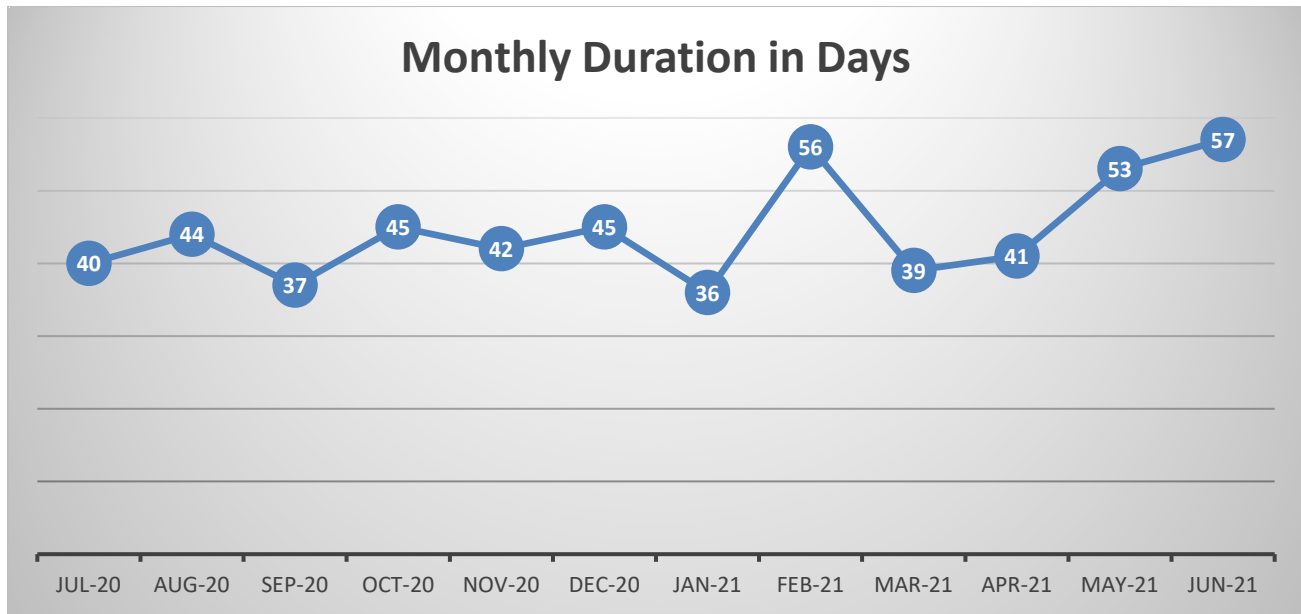
- ❖ SURS provides education regarding error(s) and/or general Medicaid information for every case closed.

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

- Overpayments Identified:
  - 127 reviews
  - \$635,652.02
- Overpayments Collected\*:
  - 366 payments
  - \$814,094.85
- Underpayments Identified:
  - 1 review
  - \$175.68

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

5. SFY 21 – The annual average duration of SURS reviews from initiation or records received to completion was 45 days.



July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
40	44	37	45	42	45	36	56	39	41	53	57

6 & 7. Of the 581 reviews, 127 had overpayments established. Of the established overpayments\*:

- **26 cases proceeded to an Administrative Review (AR)**
  - 5 ARs were upheld
  - 9 ARs were partially upheld
  - 10 ARs submitted additional documentation not provided during the initial review. The additional information substantiated the billing.
  - 2 ARs are still in process
  
- **2 cases proceeded to Fair Hearing (FH)**
  - 1 FH was partially upheld
  - 1 FH was determined in favor of the provider

- 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.