

SURS SFY 2025 Statistics

Reviews opened in SFY 2025 (July 1, 2024 - June 30, 2025). Some reviews are not concluded and may be counted in the previous or following year.

1. Top issues reviewed by SURS in SFY 2025:

Type of Issue	# of Issues
New Provider Review	21
Payment Error Rate Measure (PERM) CMS recovery cases	8
Provider Terminations For Cause	6
SURS Unified Program Integrity Contractor (UPIC) Credit Balance cases	5
Active Provider Review – not commonly reviewed Medicaid services	4

Type of Follow – Up Review Issue	# of Issues
Follow up: Therapy services missing order/referral, order/referral received after services provided, or order/referral was more than 180 days old.	7
Follow up: Records did not fully demonstrate the extent and nature of the services provided, missing information to support the service billed, and no records received.	3
Follow up: Records not received.	2
Follow up: Dental services as records were not signed, didn't support services billed, and/or billed date is the date of delivery not the date of impression.	2

Type of Referral Review Issue	# of Issues
Trauma Questionnaire referral: Services not received	2
MFCU referral: Dental services not delivered or provided	2
MFCU referral: Inappropriate billing of services by a caregiver, with Electronic Visit Verification (EVV) of services not provided	2
Program referral: Provider billing for Candidates outside of a Mental Health Center	1
EOMB referral: Evaluation and Management services not provided	1
Program referral: Provider billing for Intensive Mental Health Group Home (IMHGH) without proper authorization.	1

Type of Self-Review Issue	# of Issues
Self-Review: Durable Medical Equipment product returned	4

Self-Review: Billed and/or Paid in error	4
Self-Review: Dental services billed in error	1
Self-Review: Primary insurance paid after Medicaid, provider reprocessed	1

2. SFY 2025, Reviews opened: 181. Total records requested: 18,073.

3. Number of reviews opened by provider type.

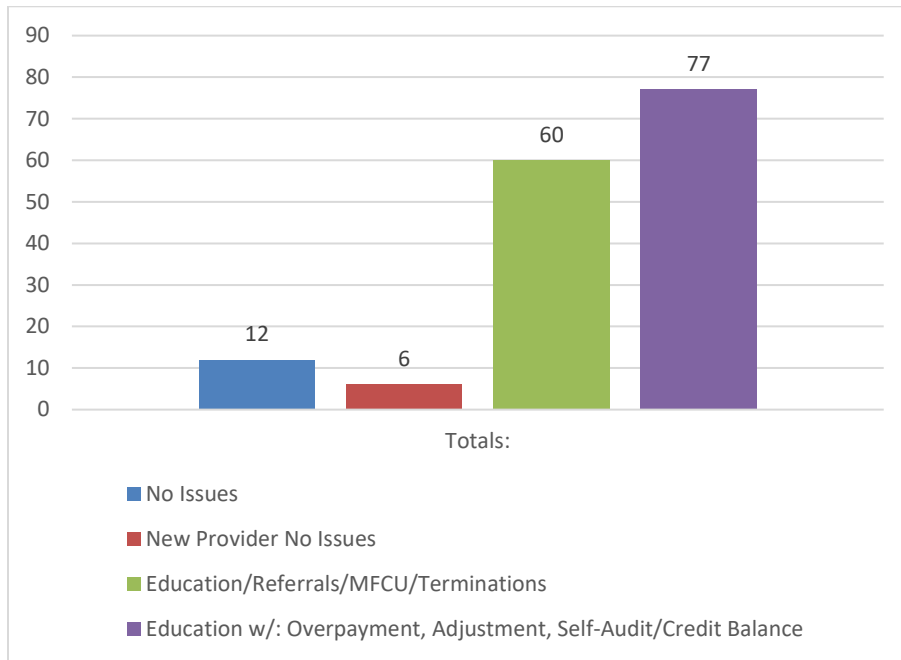
Provider Type	SURS opened reviews	Conduent Enrolled MT Medicaid Providers (6/30/2025)	% Based on total SURS Reviews
AMBULANCE	0	253	0.00%
AMBULATORY SURGICAL CENTER	0	32	0.00%
AUDIOLOGIST	0	81	0.00%
BIRTHING CENTER	0	2	0.00%
BOARD CERT BEHAVIOR ANALYST	0	69	0.00%
CASE MANAGEMENT - MNTAL HEALTH	1	35	0.55%
CASE MANAGEMENT - TARGETED	0	16	0.00%
CHEMICAL DEPENDENCY CLINIC	3	74	1.66%
CHILDRENS SPECIAL HEALTH SVCS	0	1	0.00%
CHIP EYEGLASSES	0	1	0.00%
CHIROPRACTOR (QMB SVCS ONLY)	0	112	0.00%
CRISIS STABILIZATION	0	7	0.00%
CRITICAL ACCESS HOSPITAL	18	50	9.94%
DENTAL	2	784	1.10%
DENTAL (CHIP CLIENTS ONLY)	0	728	0.00%
DENTURIST	3	25	1.66%
DEVELOPMENTAL DISABILITIES FES	0	4	0.00%
DEVELOPMENTAL DISABILITIES PART C	0	4	0.00%
DEVELOPMENTAL DISABILITIES PASRR	0	2	0.00%
DEVELOPMENTAL DISABILITIES PGM	9	85	4.97%
DIALYSIS CLINIC	0	27	0.00%
DISEASE MANAGEMENT CONTRACTOR	0	No enrolled providers	0.00%
DURABLE MEDICAL EQUIPMENT	8	429	4.42%
EPSDT	0	177	0.00%
EYEGLASSES	1	1	0.55%
FAMILY PLANNING CLINIC	0	13	0.00%
FEDERALLY QUAL HEALTH CENTER	15	80	8.29%
GROUP/CLINIC	9	2,558	4.97%
HEARING AID DISPENSER	0	35	0.00%
HOME & COMM BASED SERVICES	2	651	1.10%
HOME DIALYSIS ATTENDANT	0	No enrolled providers	0.00%
HOME HEALTH AGENCY	0	33	0.00%
HOME INFUSION THERAPY	1	12	0.55%
HOSPICE	0	42	0.00%
HOSPITAL - INPATIENT	18	594	9.94%
HOSPITAL - OUTPATIENT	0	No enrolled providers	0.00%

Provider Type	SURS opened reviews	Conduent Enrolled MT Medicaid Providers (6/30/2025)	% Based on total SURS Reviews
HOSPITAL - SWING BED	0	46	0.00%
ICF - MR	0	1	0.00%
INDEP DIAG TESTING FACILITY	0	29	0.00%
INDIAN HEALTH SERVICES	8	9	4.42%
LABORATORY	2	275	1.10%
LICENSED ADDICTION COUNSELOR	0	223	0.00%
LICENSED DIRECT ENTRY MIDWIFE	0	No enrolled providers	0.00%
LICENSED PROFESSIONL COUNSELOR	5	1,443	2.76%
MARRIAGE AND FAMILY THERAPIST	0	21	0.00%
MENTAL HEALTH CENTER	2	63	1.10%
MID-LEVEL PRACTITIONER	5	7,559	2.76%
MOBILE IMAGING SERVICE	0	2	0.00%
NURSING HOME	8	71	4.42%
NUTRITIONIST/DIETICIAN	0	184	0.00%
OCCUPATIONAL THERAPIST	3	467	1.66%
OPIOID TREATMENT PROGRAM	0	No enrolled providers	0.00%
OPTICIAN	0	24	0.00%
OPTOMETRIST	1	280	0.55%
PERSONAL CARE AGENCY	9	83	4.97%
PGM 4 ALL-INCLUSIVE CARE 4 ELDER	0	No enrolled providers	0.00%
PHARMACIST	0	44	0.00%
PHARMACY	14	448	7.73%
PHYSICAL THERAPIST	6	1,308	3.31%
PHYSICIAN	10	15,701	5.52%
PODIATRIST	0	75	0.00%
PRIVATE DUTY NURSING AGENCY	0	10	0.00%
PSYCHIATRIC RES TREATMENT FAC	2	35	1.10%
PSYCHIATRIST	0	403	0.00%
PSYCHOLOGIST	1	322	0.55%
PUBLIC HEALTH CLINIC	1	43	0.55%
RURAL HEALTH CLINIC	2	77	1.10%
SCHOOL	0	424	0.00%
SDMI HCBS Waiver	1	211	0.55%
SNF/ICF-MENTAL AGED	0	1	0.00%
SOCIAL WORKER	2	1,233	1.10%
SPEECH PATHOLOGIST	5	419	2.76%
TAXI	0	20	0.00%
TENANCY SUPPORT	0	3	
THERAPEUTIC FOSTER CARE	0	22	0.00%
THERAPEUTIC GROUP HOME	1	42	0.55%
TRANSPORTATION NON-EMERGENCY	0	14	0.00%
TRIBAL	3	8	1.66%
TOTALS	181*	38,660	100.00%

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

- ❖ SURS opened reviews on .47% of Medicaid Providers enrolled as of June 30, 2025.

Case Resolution table*



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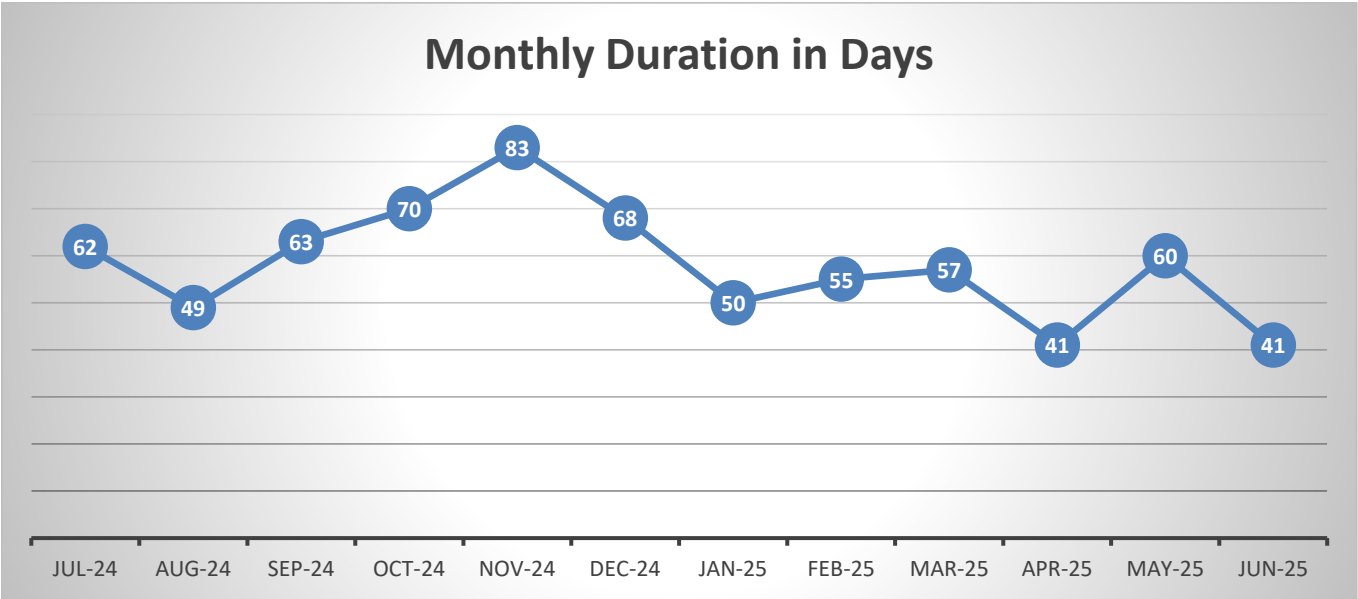
- ❖ SURS provides education regarding error(s) and/or general Medicaid information for every case closed.

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

- Overpayments Identified*:
 - 60 reviews
 - \$592,223
- Overpayments Collected**:
 - 199 payments
 - \$672,455
- 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 25 – The annual average duration of SURS reviews from initiation or records received to completion was 58 days.



July-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
62	49	63	70	83	68	50	55	57	41	60	41

6 & 7. Of the 181 reviews under review, 60 had overpayments established in this SFY. Of all the established overpayments*:

40 cases proceeded to an Administrative Review (AR)

10 cases proceeded to Fair Hearing (FH)

4 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.