



## **Provider Questions & Answers Medical Bill Review & Processing**

**1. How does a provider know which workers' compensation carrier to bill for services rendered to an injured worker?**

Providers that are unsure of the workers' compensation carrier insuring his/her patient should contact the Department of Labor & Industry (DOLI) at 406-444-6543.

**2. Does Montana State Fund use a specific claim number?**

Yes, claim numbers for injured workers insured by Montana State Fund are 12 digits and begin with the prefix 03 or 04. Please Note: If a claim number is not provided on a bill, the bill will not be processed and will be returned to the sender.

**3. Does Montana State Fund require a specific format for billing services?**

Yes, services rendered to injured workers covered by Montana State Fund must be billed on a CMS1500, UB04 or ADA form, and include legible documentation supporting the services provided for payment consideration. If documentation is provided separately from the bill, it too must have the claim number. Separate documentation without a claim number will be returned to the provider potentially delaying payment. For additional information on what is required on the billing form please see <https://safemt.com/clean-claim-defined-2/> for a listing of "clean claim" requirements.

**4. How and where are bills submitted for provider reimbursement?**

Initial submission of medical bills and supporting documentation should be mailed or faxed to:

Montana State Fund  
P.O. Box 4759  
Helena, MT 59604-4759  
FAX 406-495-5020

**5. Who is processing bills for services rendered to injured workers insured by Montana State Fund?**

CONDUENT/ACS is currently providing bill review services and will continue to process bills and payments until December 15, 2018.

Rising Medical Solutions (RMS) will be providing automated and standardized bill review and payment services to Montana State Fund as of January 1, 2019. RMS will be making payments on behalf of Montana State Fund and will be sending an Explanation of Review directly to the provider with the payment, if applicable.

**6. Who should the provider call about questions on the payment of a medical bill?**

Providers can continue to contact CONDUENT/ACS about payment status or bill review until December 1, 2018. CONDUENT/ACS can be reached at 888-208-2116 or by emailing: [MSFBillReviewInquiries@Conduent.com](mailto:MSFBillReviewInquiries@Conduent.com).

Between December 1, 2018 and December 31, 2018 please contact Montana State Fund directly at 406-495-5011.

Starting January 1, 2018 providers should call RMS about the processing of medical bills. Contact information for Rising will be communicated to you once it becomes available.

**8. Who will be sending the checks and explanation of benefits to providers – RMS or Montana State Fund?**

RMS provides one Explanation of Review (EOR) and one payment (if services are reimbursable) for each injured worker's treatments per payment period.

**9. How will overpayment of a bill be handled?**

Over payments will be communicated to the provider by RMS on individual claims.

**10. How long should it take to receive payment from RMS?**

RMS is providing an automated and standardized bill review and payment process to Montana State Fund. This process is expected to provide consistent payment determinations and timelines for processing. RMS will be able to accept electronic bills and well as issue EFT payments.

**11. Why is Montana State Fund contracting with a vendor to provide medical bill review and processing services?**

Montana State Fund is buying a standardization of our business and Department of Labor's administrative rules. In addition, there will be consistent timeliness and accuracy in paying for services.