



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 or UB04 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?

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

Electronic billing is available for those providers who want to switch from paper billing. To sign up, please call Work Comp EDI at 800-297-6909 or email mt@wcedisupport.com.

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

Rising Medical Solutions (RMS) is providing automated and standardized bill review and payment services to Montana State Fund. 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?

When calling for bill or reconsideration request status, providers can contact RMS at 866-274-7464 or by emailing: customer.care@risingms.com. Their Customer Success staff will help with any questions.

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

RMS has contracted with ECHO to process payments after the bill review process. Payments are issued via Virtual Card, paper check or EFT. To opt out of the Virtual Card payment option for any reason, contact ECHO at 877-705-4230 and ask to “OPT out permanently”. For check status, contact RMS directly at 866-274-7464.

9. How will overpayment of a bill be handled?

When a recovery is done on a bill where a payment had previously been made, it will result in an automatic “crefund” from the next issued payment. Providers will be contacted by RMS on individual claims if an overpayment cannot be recovered through a crefund.

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. Paper checks will take up to 30 days to process while Virtual Card and EFT payments will be issued within 1-2 days of the bill being finalized.