



MONTANA HEALTHCARE PROGRAMS NOTICE

March 1, 2021

Durable Medical Equipment (DME), EPSDT, IHS/ Tribal 638, Physician, and Mid-Level Providers

Revised, Effective Immediately

DME and DME EPSDT Prior Authorizations Through the Qualitrac Portal

Prior authorization (PA) responses will appear differently than before. Requests for PAs are reviewed and authorized by Mountain-Pacific Quality Health through the Qualitrac Web Portal. Previously, an authorization with an approved status in the Qualitrac Web Portal would show the reimbursement amount that has been authorized. Effective immediately, there will no longer be a reimbursement amount present on the PA. If a fee is listed on the Department's fee schedule, providers will be reimbursed at the rate posted on the DME Fee Schedule. In accordance with the Montana Healthcare Programs Enrollment Agreement, providers must be familiar with the [DME Fee Schedule](#).

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Services

If your request is for a non-covered DME item not listed on the DME fee schedule and your request has been approved under the medical necessity requirements of the EPSDT benefit, you will continue to see an approved reimbursement amount on the PA in the Qualitrac Portal. The EPSDT benefit is for members under the age of 21 only.

When submitting a request for EPSDT, providers must select the EPSDT check box in the Qualitrac Portal. Submit your Manufacturer's Suggested Retail Price (MSRP) documentation, such as MSRP correspondence from the manufacturer or their website, when submitting your request through the Qualitrac Portal to ensure proper reimbursement.

Claims Denials

Denial reason 467: This exception will post when the claim data does not match the information on the PA record. If your claim data does not match the PA record, please contact Mountain-Pacific Quality Health at (800) 219-7035 to have the PA record changed or updated.

All other inquiries regarding other claim denial reasons must go through Montana Healthcare Programs Provider Relations at (800) 624-3958.

Contact Information

[Aleasha Horn, DME Program Officer, by email at AHorn@mt.gov](mailto:AHorn@mt.gov) or by telephone at (406) 444-4518. [For claims questions or additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email MTPRHelpdesk@conduent.com.](tel:(800)624-3958)

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)