



MONTANA HEALTHCARE PROGRAMS NOTICE

September 15, 2023

All Providers

Claims Payment Discrepancy Update

On September 13, 2023, the Department of Public Health and Human Services (DPHHS) identified a claims payment issue with the September 11, 2023, payment cycle. The cause of this issue was that the payment file for August 14, 2023, was re-run and providers received their August 14, 2023 payments again in error instead of the payments they should have received on September 11, 2023.

To correct this issue, this weekend, the Department, will reverse the EFT payments or cancel the warrants that providers received in error, and process the proper payments due to providers for September 11, 2023.

The remittance advices providers received on September 11, 2023, will match the corrected payments providers will receive on or before Tuesday September 19, 2023. Providers should use the remittance advices received on September 11, 2023, for reconciliation purposes. The only item that will not match is the warrant number for the corrected payment.

Providers will receive their payments as usual for September 18, 2023.

Impacted providers will also receive a notification to their email on file. The Department sincerely apologizes for this issue and has taken immediate steps to prevent this issue from re-occurring in the future.

Contact and Website Information

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](mailto:Montana.Provider.Relations@dpshs.mt.gov).

Visit the [Montana Healthcare Programs Provider Information website](https://www.dphhs.mt.gov/providers) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.