Montana Healthcare Programs Provider Notice
November 8, 2023
Announcement

All Providers

Prior Authorization Information

This notice directs providers to the right resources and improves understanding of the prior authorization (PA) process. Follow the steps below to determine whether an item or service requires a PA:

1. Access the [Montana Healthcare Programs Provider Information website](#).
2. In the menu on the left, click on **Resources by Provider Type**.
3. Read and accept the end user agreement by clicking the **I Accept button** at the bottom of the page.
4. Once the Provider Type page populates, locate your provider type and click on the provider type name to access that provider type page.
5. Use the materials found within the following tabs:
   a. Provider Manuals
   b. Fee Schedules
   c. Provider Notices
6. Once you have confirmed that a service requires a PA, determine how the PA is processed.

How PAs Are Processed

- Through Department authorization – those listed in your Provider Manual
- Through Mountain Pacific Quality Health
  - Non-emergency Medical Transportation – Through the MPQH Transportation Call Center
  - Pharmacy/Home Infusion – Through the MPQH Drug Prior Authorization Line
  - All others – Through the MPQH Medicaid Provider Portal (also referred to as the Qualitrac Portal). Provider Portal trainings are found under the [Education and Training tab](#).

IMPORTANT – If a service does not require prior authorization, do not submit one.

If after reviewing the provider manuals, fee schedules, and provider notices you have questions or need clarification, contact your Program Officer.

For Program Officer contact information, access the [Contact Us page](#) on the Provider Information website via the Site Index option in the menu on the left. On the Contact Us page, click the Department of Public Health and Human Services (DPHHS) tab to expand it. Telephone numbers are listed by provider type.

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.

Visit the [Montana Healthcare Programs Provider Information website](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.

Visit the [Contact Us page](#) on the Provider Information website for additional DPHHS contact numbers.