



# Montana Healthcare Programs Provider Notice

March 5, 2024

**Effective Immediately**

## All Providers

### Voiding Claims With a Prior Authorization

When submitting a Void Only claim (not a Void and Replace) either electronically or by using the Individual Adjustment Request form, the Prior Authorization record is not automatically updated to reflect available units and/or dollars.

After submitting the Void, email [Montana Provider Relations Helpdesk](#) informing them a Void was submitted. Include the 17-digit ICN that is being voided and request an update to the Prior Authorization record to reflect the available units and/or dollars. **Do not include PHI or PII in the email.**

Providers may also contact Montana Provider Relations at the number below to provide the 17-digit ICN being voided and request an update to the available units and/or dollars on the Prior Authorization record.

### 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.