

January 15, 2008
Montana Medicaid Notice
Passport Providers

Passport to Health Caseloads to Increase

In the next several months, Passport providers will see an increase in their Passport client caseload. Due to contractor issues, the enrollment process has not happened since March 2006, resulting in a large number of clients who should have been enrolled with Passport providers during the past year but were not. The Department and ACS are now ready to begin enrolling eligible clients. This means an increase in case management fees paid to providers.

Providers who want new clients enrolled should ensure that their caseload limit is higher than zero or one. Due to system changes during the past year, providers will not be automatically assigned clients if their current caseload is higher or equal to the amount they chose in their Passport contract. Providers who do not know their caseload limit should call the Passport help line at 1-800-362-8312 from 8 a.m. to 5 p.m. Monday through Friday. Representatives can assist them in increasing their limit.

Contact Information

For claims questions or additional information, contact Provider Relations:

Provider Relations toll-free in- and out-of-state: 1-800-624-3958

Helena: (406) 442-1837

Visit the Provider Information website:

<http://www.mtmedicaid.org>