

July 28, 2010

# Montana Healthcare Programs Notice

## All Provider Types

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### Provider Record Update Procedures

**Effective immediately, any request to change an individual practitioner's provider record requires the individual's signature. If the individual's signature is not present on the request, the request will be returned.**

There have been instances in which a clinic has requested a change to an individual practitioner's provider record, and this resulted in claims being paid to an incorrect entity, claims being reflected under the incorrect tax ID, or correspondence being sent to an incorrect address.

An individual practitioner can practice in multiple locations, including private practice. With the implementation of the National Provider Identifier (NPI), Montana Healthcare Programs does not have separate enrollment records for each location in which a provider may practice.

### 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**

**E-mail: [MTPRHhelpdesk@ACS-inc.com](mailto:MTPRHhelpdesk@ACS-inc.com)**

Visit the Provider Information website:

**<http://www.mtmedicaid.org>**