



May 28, 2013

Montana Health Care Programs Notice

All Providers

DPHHS to Discontinue Temporary Hotline Number

The Montana Department of Public Health and Human Services announced that a temporary toll-free hotline which had been set up to address customers' concerns will cease operation at the end of May. DPHHS implemented the hotline in early 2013 during implementation of a new eligibility system in the county Offices of Public Assistance (OPA).

Due to an increased volume of calls and workloads in the local county offices, DPHHS management publicized the number as a stop gap measure to be able to timely address calls and concerns from different public assistance programs' recipients.

During the last week of May, callers to the temporary toll-free hotline will receive contact information for their local OPA offices in order to redirect the calls prior to the number's discontinuation.

Montana OPA contact information is available by calling the Citizens Advocate at 1-800-332-2272 or online at <http://www.dphhs.mt.gov/contactus/humancommunityservices.shtml>.

Contact Information

For claims questions or additional information, contact Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or (406) 442-1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Provider Information website at <http://medicaidprovider.hhs.mt.gov>.