



December 30, 2013

Montana Health Care Programs Notice

All Providers

Effective Immediately

Using Medicaid Card ID Number When Billing and Checking Eligibility

Providers should use the Medicaid card ID number, **not** the member's Social Security number (SSN), for billing purposes and checking eligibility.

This ensures the expenditures are applied to the correct member and any query information is for the correct member. Errors can occur using the SSN for either billing or requesting eligibility information.

Providers who have the member's SSN loaded into their billing system should develop a system for using the Medicaid card ID to identify the member.

Contact Information

If you only have the member's SSN, have questions about this provider notice, or need assistance, 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>.