



Montana Healthcare Programs Provider Notice

April 5, 2024

Reminder

Critical Access Hospital, Inpatient Hospital, Mid-Level, Outpatient Hospital, Physician, RHC, FQHC, Tribal 638, and IHS Providers

Written Orders for Physical, Occupational, and Speech Therapy

During our recent review of therapy service records, Montana Healthcare Programs has identified several instances in which provider orders for therapy services lack essential information. Failure to include the minimum required information may result in correction requests from the treating therapist's office.

It is imperative that all therapy orders contain the following minimum details:

- Member name and date of birth.
- Chief complaint/reason for the order. This can be the diagnosis.
- Requested therapy services.
- Requested frequency and duration of services.
- Ordering provider name and NPI.
- Ordering provider's dated signature.

A therapy order template is available on the [Forms page of the Provider Information website](#) for your convenience. Print the template on your office letterhead before using.

Therapy orders are only valid for 180 days from the day they are received by the treating therapist. Should a member require treatment beyond this period, a new order must be submitted to the treating therapist. This order is in addition to the therapy plan of care and the Passport to Health referral.

Contact and Website Information

If you have questions, please contact:

- Physician Program Officer, (406) 444-3995, email Stephanie.King@mt.gov
- Hospital Program Officer, (406) 444-7002, email Amanda.Brensdal@mt.gov
- Therapy Program Officer, (406) 444-4066, email Laura.Nelson@mt.gov

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.