

January 19, 2016

Montana Healthcare Programs Notice

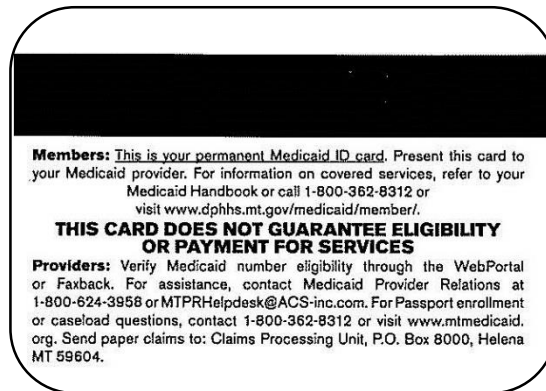
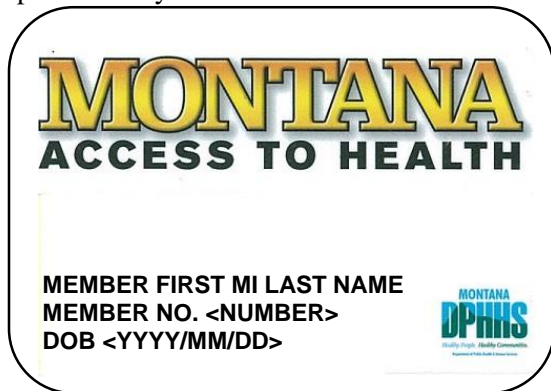
All Providers

Update

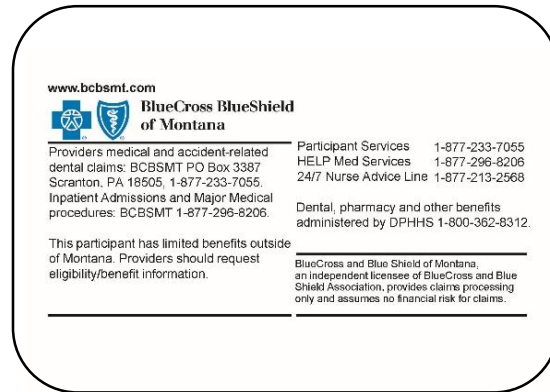
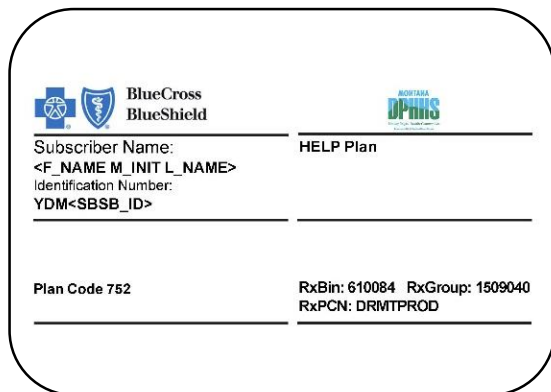
Standard Medicaid and HELP Plan Claims Processing

To ensure providers contact the correct office based on services rendered, the Department is providing detailed information.

Xerox processes claims for Medicaid, Mental Health Services Plan (MHSP), and Healthy Montana Kids (HMK) pharmacy, dental and eyeglass services in addition to the HELP Plan services listed on the following page. If a member presents a Standard Medicaid card as shown below, all services are processed by Xerox.



If a participant presents a Blue Cross and Blue Shield of Montana (BCBSMT) HELP Plan card as shown below, some of the services for HELP Plan participants are processed by both BCBSMT and Xerox, as indicated on the following page.



HELP Plan Benefits

Services for the HELP Plan Processed by BCBSMT

Most medical and behavior health services will be processed by BCBSMT, including:

- Behavioral Health (Mental Health and Substance Use Disorder)
- Convalescent Home (excludes Custodial Care)
- Durable Medical Equipment/Supplies
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)
- Emergency
- Hospital
- Lab and X-Ray (Medical)
- Medical Vision and Exams
- Mid-Level
- Physician
- Preventive
- Rehabilitative and Habilitative
- Surgical

Services for the HELP Plan Processed by Xerox

- Audiology
- Dental
- Diabetes Prevention Program
- Eyeglasses
- Federally Qualified Health Center
- Hearing Aids
- Home Infusion
- Indian Health Services/Tribal Health
- Pharmacy
- Rural Health Clinic
- Transportation

Contact Information

See the HELP Plan Information website at <http://www.helpplan.mt.gov> for the Evidence of Coverage (EOC), which provides detailed benefit information and member materials.

Call **1-877-296-8206** for **Blue Cross and Blue Shield of Montana HELP Plan** provider services. Visit the BCBSMT website at <http://www.bcbsmt.com>.

HELP Plan participants can call BCBSMT at 1-800-233-7055 or visit the BCBSMT website at <http://www.bcbsmt.com>.

Call **1-800-624-3958** for **Xerox HELP Plan** provider services. Visit the Montana Healthcare Programs Provider Information website at <http://medicaidprovider.mt.gov/>.

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.