



MONTANA HEALTHCARE PROGRAMS NOTICE

February 15, 2019

Outpatient Hospital, Critical Access Hospital, IDTF, Physician,
and Mid-Level Providers

REVISED

Claims Processing for CT of the Brain and MRI of the Head

The claims processing system has been updated to better process claims with CT of the Brain and/or MRI of the Head.

1. Claims for emergency rooms may now be submitted electronically.
2. QMB claims are not subject to the criteria requirements.
3. For any Department of Correction claims please submit paper claims to Conduent so the claims can appropriately be forced through claims resolution.
4. When submitting a prior authorization request to MPQH when headache or migraine are the sole or primary diagnosis please include the following:
 - Completed Medical-Surgical Prior Authorization Request form.
 - A description explaining the request is for a retro-authorization
 - Supporting medical documentation.
5. When requesting MPQH to review the medical necessity of a *denied* claim please include the following:
 - Completed Medical-Surgical Prior Authorization Request form.
 - A description explaining the request is for a retro-medical necessity review of a denied claim.
 - A paper copy of the previously submitted claim.
 - Supporting medical documentation.
6. When a prior authorization is granted the following actions must be taken due to system limitations:
 - A paper claim must be submitted with the prior authorization number on the claim.
 - A copy of the MPQH prior authorization form must be attached.

The form can be located under the Forms link on the Site Index. Providers are **required** to ensure the form is complete and all supporting clinical documentation related to the request must be submitted with this form.

Contact Information

Hospital Program Officer – 406-444-4834

Physician/Mid-Level Program Officer – 406-444-3995

[For additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email MTPRHelpdesk@conduent.com.](mailto:MTPRHelpdesk@conduent.com)

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)