



## Year to Date Announcements

These documents are available on the [Montana Healthcare Programs Provider Website](#)

### **\*\*Important! Pharmacy Claims System Maintenance on the Evening of Thursday, 12/16 \*\***

December 16, 2021

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 12/16/21.

Pharmacy claims submitted during the specified downtimes will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime windows of **8:00pm– 8:30pm MT (12/16)** and **7:30am- 8:00am MT (12/17)**.

### **Provider Services Portal Down**

December 15, 2021

The Provider Services Portal will be down for scheduled maintenance December 15th from 7:00PM - 2:00AM. The system will be unavailable during this time. We apologize for any inconvenience and thank you for serving Montana Healthcare Programs members.

### **Important! Pharmacy Claims System Maintenance on Saturday , 12/11/21 beginning at 8:00 PM MT. Expected availability 5:00 AM MT on Sunday, 12/12/21.**

December 09, 2021

Notice to all pharmacies that the claims system will be down for scheduled maintenance on Saturday, 12/11/2021 beginning 8:00 PM MT. The expected reactivation time will be no later than 8:00 AM MT on Sunday, 12/12/2021.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window of 8:00 PM MT, Saturday 12/11/21 – 8:00 AM MT, Sunday 12/12/21.

We apologize for any inconvenience.

Please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)



## Year to Date Announcements

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### Planned Call Center Closure

December 08, 2021

The Call Center will be closed Thursday, December 09, 2021 at 4 PM for training. We apologize for any inconvenience.

### New Provider Services Portal for Enrollment, Maintenance and Claims Entry available 12/13/2021.

November 30, 2021

#### Important:

**There will be a temporary freeze on new provider enrollments beginning 12/4/2021 through 12/13/2021. Additionally, emailed provider file update requests will no longer be accepted as of 12/10/2021, however, faxed provider file updates will continue to be processed with the focus on moving all updates to the new provider services module in 2022.**

Montana Healthcare Programs is excited to introduce a new Provider Services Module. Beginning December 13, 2021, you will notice a change to the online enrollment links. All providers seeking to enroll with Montana Healthcare Programs will be directed to the new MPATH online application offering a more efficient way to enroll, update information and easily submit claims!

**Provider Enrollment Portal** - The enrollment portal is a self-service online system that will allow providers to enroll as a Montana Healthcare Programs provider.

The portal enables secure and efficient processing of the enrollment application. Significant improvements include:

- **Ability to upload supporting documents** - No need to fax or email any portion of the application or supporting documentation.
- **Faster application processing** - The application process is consolidated to one online submission. The portal will guide applicants through the requirements by section. Application forms have required fields with help information icons on every page.
- **Online user guide support** - Detailed user guide is available to support all features of the provider service module.

**Provider Maintenance Features** - Once a provider is active with the portal, the process of updating information is very efficient. Updating the license, address and other relevant information can be done online without the need to fax or email information. Key features:

- **Upload support for multiple document types** - including .doc, .pdf, jpg and more.



## Year to Date Announcements

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- **All updates can be submitted and managed online via the secure portal** - Simply utilize the update option in the portal.

**MPATH Claims Entry Solution** - The claims entry solution is an online tool allowing providers to manually enter claims. Available options include:

- **Claim form templates** - The system allows users to create and save templates for common claim submissions. No need to start from scratch every time.
- **Diagnosis and Procedure code look up** - The system has code look up features to assist with entering correct information.
- **Ability to submit multiple claim types** - including Professional, Facility and Dental claims.
- **Great alternative to WinASAP5010** - The claims entry solution is a free, simple to use and providers can enter claims without converting and uploading files.
- **Electronic Claim Adjustments** - Paper adjustment forms are no longer required. The provider service module allows for online claim adjustments.

The new provider services module will be an improvement to the enrollment and maintenance experience which may include time and cost savings.

For further questions, please contact Provider Relations via [email: MTEnrollment@conduent.com](mailto:MTEnrollment@conduent.com). Additional information will be posted once it becomes available.

Provider Service Module training dates are now available, please see the training page <https://medicaidprovider.mt.gov/Training> for details.

## Medicaid Payment Delayed due to Holiday.

November 26, 2021

Due to the Thanksgiving holiday, payments will be issued on Monday, November 29th. Therefore, payments will not be available until Wednesday, December 1st.

## Medicaid Payment Delayed due to Holiday.

November 12, 2021

Due to the Veterans' Day holiday, Montana Healthcare Programs payments will be delayed two days. Payments will be issued on Monday November 15, 2021 and should be received by providers on Wednesday November 17, 2021. We apologize for any inconvenience. Please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)



## Year to Date Announcements

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### Planned Call Center Closure

November 11, 2021

The Call Center will be closed today, November 11, 2021 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Important! Pharmacy Claims System Maintenance on Sunday, 11/14/21, at 12:00 AM MT. Expected availability 5:00 AM MT.

November 10, 2021

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 11/14/21 beginning 12:00 AM MT. The expected reactivation time will be no later than 5:00 AM MT.

**Pharmacy claims submitted during the downtime will be rejected.** It is highly recommended that pharmacy claims are not submitted during the downtime window of 12:00 AM – 5:00 AM MT on Sunday 11/14/21.

We apologize for any inconvenience.

Please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)

### American Rescue Plan Act of 2021

Revised November 4, 2021

This announcement was originally posted August 20, 2021.

Montana Home and Community Services Spending Narrative and Plan Submitted September 28, 2021.

The American Rescue Plan Act of 2021 (ARPA) provides a unique opportunity to improve home and community-based service (HCBS) provision for Montanan's enrolled in the Montana Medicaid program.

Section 9817 of the ARPA provides states with a one year 10-percentage point increase to the federal medical assistance percentage (FMAP) for certain Medicaid expenditures that meet the ARPA definition of HCBS.



## Year to Date Announcements

These documents are available on the [Montana Healthcare Programs Provider Website](#)

States are then able to invest the saved state funding in eligible activities that enhance, expand, or strengthen HCBS under the Medicaid program. The investment of saved state dollars can further be matched with federal Medicaid funds dramatically increasing the impact for HCBS recipients and providers.

For more information regarding the American Rescue Plan Act of 2021 and the CMS response to the original submission, please refer to:

- [MT Conditional Approval 9817 ARP](#)
- [ARPA Home and Community Services Spending Plan and Narrative](#)

Supplemental Payments are a component of the Home and Community Services Spending Plan. [Additional Information on Supplemental Payments](#)

## **Important! Pharmacy Claims System Maintenance on Sunday, 11/07/21, at 12:00 AM MT. Expected availability 5:00 AM MT.**

November 03, 2021

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 11/07/21 beginning 12:00 AM MT. The expected reactivation time will be no later than 5:00 AM MT.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window of 12:00 AM – 5:00 AM MT on Sunday 11/07/21.

We apologize for any inconvenience.

Please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)

## **Planned Call Center Closure**

October 4, 2021

The Call Center will be closed today, October 14, 2021 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.



## Year to Date Announcements

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### Web Portal Down

October 4, 2021

We are experiencing an unplanned portal outage. We are addressing the issue and should have a resolution soon. We apologize for any inconvenience. (Posted at 2:43 PM)

### American Rescue Plan Act of 2021

August 20, 2021

Montana Home and Community Services Spending Narrative and Plan Submitted July 12, 2021  
The American Rescue Plan Act of 2021 (ARPA) provides a unique opportunity to improve home and community-based service (HCBS) provision for Montanan's enrolled in the Montana Medicaid program.

Section 9817 of the ARPA provides states with a one year 10-percentage point increase to the federal medical assistance percentage (FMAP) for certain Medicaid expenditures that meet the ARPA definition of HCBS.

States are then able to invest the saved state funding in eligible activities that enhance, expand, or strengthen HCBS under the Medicaid program. The investment of saved state dollars can further be matched with federal Medicaid funds dramatically increasing the impact for HCBS recipients and providers.

For more information regarding the American Rescue Plan Act of 2021, please refer to the [ARPA Home and Community Services Spending Plan and Narrative on the Provider Information website.](#)

### Applied Behavior Analysis (ABA) Services State Plan Amendment

July 29, 2021

The Applied Behavior Analysis Services State Plan Amendment, which includes Autism services, will be submitted to CMS for review by September 30, 2021. While the State Plan Amendment is under review, Montana Medicaid will not process claims for the proposed expanded CPT codes and services. The public notice detailing the proposed changes to the Preventive Services Autism Treatment Services State Plan can be found on the ABA



## Year to Date Announcements

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webpage <https://dphhs.mt.gov/assets/hrd/PublicNotices/AppliedBehavioralAnalysisMedicaidStatePlanAmendmentPosted07132021.pdf>

Approved CPT service codes will be billable retroactive to August 1, 2021. Claims can be billed for up to 365 days after the service is provided. If you have questions regarding this change, please contact Barbara Doggett at [Barbara.Doggett@mt.gov](mailto:Barbara.Doggett@mt.gov) or by telephone at (406) 444-3878.

This announcement will be sent to the Board Certified Behavior Analysis (BCBA) interested parties lists from the Developmental Disabilities Program. Updates to this announcement will be made as information becomes available.

## Provider support limitations due to power outage 7/21/2021

July 21, 2021

Due to a local power outage in Helena, the support call center, automated support options (IVR) and the MATH Web Portal are currently unavailable.

We are monitoring when power is expected to be restored and we will provide an update when further information is available. We apologize for any inconvenience this may cause. (posted 8 am)

## Montana Uninsured COVID-19 Testing and Treatment Program Expiration

June 30, 2021

On June 30, 2021, Governor Gianforte issued Executive Order Number 10-2021. This Executive Order rescinds Executive Order Number 2-2021 and lifts the Montana state of emergency.

Effective July 1, 2021, this declaration ends the Montana Uninsured COVID-19 Testing and Treatment Program. While the program has ended, claims with a date of service on or before June 30, 2021, may continue to be submitted for reimbursement.

Providers are encouraged to utilize the Health Resources and Services Administration Uninsured COVID-19 Testing, Treatment, and Vaccine Administration Program. [Additional information for this program can be found at https://www.hrsa.gov/CovidUninsuredClaim.](https://www.hrsa.gov/CovidUninsuredClaim)

For additional provider information, please see the provider notice "[Adoption Of Temporary Emergency Rule To Allow for COVID-19-Related Regulatory Discretion Beyond The Expiration Of The Governor-Declared State Of Emergency](#)"



## Year to Date Announcements

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### **Important! Pharmacy Claims System Maintenance on April 4th, 2021 at 12:00 AM MDT. Expected availability 5:00 AM MDT.**

March 29, 2021

Notice to all pharmacies that the claims system will be down for scheduled maintenance on Sunday, 4/4/21, beginning 12:00 AM MDT. The expected reactivation time will be no later than 5:00 AM MDT.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window of 12:00 AM – 5:00 AM MDT on Sunday 4/4/21.

We apologize for any inconvenience.

Please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [email MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com). (posted 3/29/2021)

### **Short Call Center Closure**

March 04, 2021

The call center will be closed from 4 - 4:30 today, Thursday, March 4, 2021 for staff training. We apologize for any inconvenience.