



## Announcements History

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

### 2023 Announcements

#### Planned Call Center Closure

January 19, 2023

The Call Center will be closed today, January 19, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

#### Important! Pharmacy Claims System Maintenance this Sunday, 01/22/22, at 12:00 AM MDT. Expected availability 6:00 AM MDT.

January 19, 2023

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 01/22/2023 beginning 12:00 AM MDT. The expected reactivation time will be no later than 6:00 AM MDT Sunday 01/22/2023.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window of Sunday 01/22/2023 12:00 AM – 6:00 AM MDT.

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

January 05, 2023

The Call Center will be closed today, January 05, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.



## Announcements History

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### 2022 Announcements

#### Medicaid Payment Delay and Provider Support Services Closure

December 30, 2022

Due to the New Years holiday, Provider Relations call center will be closed Monday January 2, 2023. Payments will be issued on Tuesday, January 3, 2023. Therefore, payments will not be available until Wednesday, January 4th.

#### Medicaid Payment Delay and Provider Support Services Closure

December 23, 2022

Due to the Christmas holiday, Provider Relations call center will be closed Monday December 26, 2022. Payments will be issued on Tuesday, December 27, 2022. Therefore, payments will not be available until Wednesday, December 28th.

#### Planned Call Center Closure

December 08, 2022

The Call Center will be closed today, December 08, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

#### MPATH Provider Services Portal Features Down

November 18, 2022

We are experiencing an unplanned portal outage. Our engineers are addressing the issue. We apologize for any inconvenience.

#### Planned Call Center Closure

October 13, 2022



## Announcements History

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The Call Center will be closed today, October 13, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### **Important! Pharmacy Claims System Maintenance this Sunday, 6/26/22, at 12:00 AM MDT. Expected availability 2:00 AM MDT.**

October 07, 2022

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 10/08/2022 beginning 11:00 PM MDT. The expected reactivation time will be no later than 6:00 AM MDT Sunday 10/09/2022.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window of 10/08/2022 11:00 PM – 6:00 AM MDT on Sunday 10/09/2022.

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**

September 15, 2022

The Call Center will be closed today, September 15, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### **Planned Call Center Closure**

September 1, 2022

The Call Center will be closed today, September 1, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### **Provider Relations Call Center Delays**

August 24, 2022



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Due to an emergency, our Provider Relations Call Center is running on very low staff today. Wait times will be longer. We apologize for the inconvenience. Thank you for your patience.

### Planned Call Center Closure

July 21, 2022

The Call Center will be closed today, July 21, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Planned Call Center Closure

July 07, 2022

The Call Center will be closed today, July 07, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Medicaid Payment Delayed due to Holiday

July 05, 2022

Due to the Independence Day holiday, payments will be issued on Tuesday, July 05, 2022. Therefore, payments will not be available until Wednesday, July 6th.

### **Important! Pharmacy Claims System Maintenance this Sunday, 6/26/22, at 12:00 AM MDT. Expected availability 2:00 AM MDT.**

June 23, 2022

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 6/26/22 beginning 12:00 AM MDT. The expected reactivation time will be no later than 2:00 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 – 2:00 AM MDT on Sunday 6/26/22.

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)



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### **MATH Portal and Some Support Systems Down**

June 21, 2022

There is a wide spread East Windsor outage that is affecting many clients and related subsystems (MATH Portal, EDI batch processing, Rebate Web, Business Objects, Smart fusion, Point of Service Claims, etc). There are multiple bridges currently happening to assess the extent of the outage and the fix. Many POS claims are timing out. We are addressing the issue. We apologize for any inconvenience. (Posted at 10:01 AM)

### **MATH Web Portal Down**

June 21, 2022

We are experiencing an unplanned MATH portal outage. We are addressing the issue and should have a resolution soon. We apologize for any inconvenience. (Posted at 9:11 AM)

### **Planned Call Center Closure**

June 09, 2022

The Call Center will be closed today, June 14, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### **Medicaid Payment Delayed due to Holiday.**

May 27, 2022

Due to the Memorial Day holiday, payments will be issued on Tuesday, May 31, 2022. Therefore, payments will not be available until Wednesday, June 1st.

### **Important! Pharmacy Claims System Maintenance this Sunday, 5/29/22, at 12:00 AM MDT. Expected availability 2:00 AM MDT.**

May 26, 2022



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

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 5/29/22 beginning 12:00 AM MDT. The expected reactivation time will be no later than 2:00 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 – 2:00 AM MDT on Sunday 5/29/22.

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

April 14, 2022

The Call Center will be closed today, April 14, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Provider Revalidation Extension

Revised April 04, 2022

On December 13, 2021, Montana Healthcare Programs began sending revalidation notices to providers who are due for provider revalidation. The letters specify a due date. Montana Healthcare Programs is extending the required revalidation date for any provider who has received a revalidation notice. This extension is primarily due to a known system issue that is creating challenges for some providers when trying to revalidate. Providers should not attempt to revalidate their provider information at this time. Notices will be posted when the online revalidation feature is working properly.

### Planned Call Center Closure

March 31, 2022

The Call Center will be closed today, March 31, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.



## Announcements History

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

### Planned Call Center Closure

March 17, 2022

The Call Center will be closed today, March 17, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Provider Revalidation Extension

Revised March 15, 2022

On December 13, 2021, Montana Healthcare Programs began sending revalidation notices to providers who are due for provider revalidation. The letters specify a due date. Montana Healthcare Programs is extending the required revalidation date to June 2022 or later for any provider who has received a revalidation notice. This extension is primarily due to a known system issue that is creating challenges for some providers when trying to revalidate. Providers should not attempt to revalidate their provider information at this time. Notices will be posted when the online revalidation feature is working properly.

### Planned Call Center Closure

March 03, 2022

The Call Center will be closed today, March 03, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Provider Revalidation Extension

February 17, 2022

On December 13, 2021, Montana Healthcare Programs began sending revalidation request notices to providers. The letters specify a due date. Montana Healthcare Programs is extending the required revalidation date to June 2022 for any provider who has received a revalidation notice. This extension is due to the challenges presented by learning a new provider enrollment and maintenance system, in addition to the significant volume of providers requiring revalidation. Thank you for your continued participation in Montana Healthcare Programs!



## Announcements History

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### Some Web Portal Features Down

January 21, 2022

We are experiencing an unplanned portal outage. Our engineers are addressing the issue. We apologize for any inconvenience.

### Planned Call Center Closure

January 20, 2022

The Call Center will be closed today, January 20, 2022 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Provider Services Portal Down

January 07, 2022

The MPATH Provider portal login will be undergoing a planned maintenance from Saturday 01/08/2022 6:00 PM MT to Sunday 01/09/2022 06:00 AM MT. During this time users will be unable to login and submit claims.





## Announcements History

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

### 2021 Announcements

#### **\*\*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)

## Announcements History

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

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



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**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)

### Planned Call Center Closure

November 11, 2021



## Announcements History

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

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.

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:



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

- [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.

## **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)



## Announcements History

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

### 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 webpage <https://dphhs.mt.gov/assets/hrd/PublicNotices/AppliedBehavioralAnalysisMedicadStatePlanAmendmentPosted07132021.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.



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

### **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](#)"

### **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.



## Announcements History

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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.





## Announcements History

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

### 2020 Announcements

#### **Resolved - MATH web portal payment summary error for 12/7 to 12/28 activity.**

On 12/30/2020 a MATH web portal error resulting in incorrect information being displayed for 12/7/2020 - 12/28/2020. This has been resolved as of this morning, 12/30/2020. If providers encounter any further issues, please reach out to Provider Relations at (800) 624-3958 (posted 12/30/2020 9:50)

#### **Planned Short Call Center Closure**

The call center will be closed today, Thursday, October 1, 2020 from 4 - 4:30pm for agent training. We apologize for any inconvenience.

#### **Additional Fax Number for Provider Relations Now Available**

Provider Relations has added a second fax number, 888-772-2341. If the primary number is busy, please use the new fax number. Both lines can be used for faxed requests for Provider Relations.

#### **Discrepancy in denial reason codes:**

The denial reason codes on eSors may be different than what is made available on the web portal or in 835 responses. Our technicians are working on the issue and will provide an update when more information is available. (posted 2/19/2020 8:45am)

#### **Co-Payment Assessed in Error for January 6, 2020 Payment**

Co-payments may have been assessed for January 6th, 2020 payments in error. A mass adjustment is being made to correct the issue which will appear on the January 20th remittance advice. Do not bill Medicaid Members for the copayment amount erroneously assessed on the January 6, 2020 remittance advice.

Please refer to the provider notice, Elimination of Copayments, dated December 27, 2019, or contact Provider Relations if you have questions at 800-624-3958.

In addition, the January 16th monthly training will review the co-payment elimination change, to join this meeting please visit the training registration site: <https://medicaidprovider.mt.gov/registration>



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

### Elimination of Copayments

Effective January 1, 2020, all claims paid will no longer post a copayment amount. For specifics, please refer to the [Elimination of Copayment Provider Notice](#) and the [Copayment Elimination FAQs](#).