

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

### 2024 Announcements

#### 2024 W-9 Form Required

October 15, 2024

Department of Administration is no longer accepting prior versions of the W-9 forms. All W-9 forms must have 2024 on the top, left-hand corner. All enrollments and updates that are not approved as of 10/15/2024 that required a W-9 form will need a revised W-9 if the version is not 2024. The current W-9 form is found on <https://medicaidprovider.mt.gov/> under forms.

#### Medicaid Payment Delayed Due to Holiday

October 11, 2024

Due to the Columbus Day holiday, payments will be issued on Tuesday, October 15, 2024. Therefore, Remits will not be available until Wednesday, October 16, 2024

#### Revalidation Requirements Deadline

October 11, 2024

The Department of Public Health and Human Services (DPHHS) has resumed Provider Revalidation post the COVID 19 Public Health Emergency. Provider Revalidation is a federally required compliance measure for providers to verify and update their enrollment information every five years to remain eligible for participation with Montana Healthcare Programs. Currently there are many providers that have not completed their revalidations. Failure to complete overdue revalidations by December 31, 2024, will result in suspended payments. Failure to complete overdue revalidations by December 31, 2024, will result in suspended payments.

Providers should review the current [Provider Revalidation List](#) on the Provider Information website to check their revalidation status. Providers may also review their Correspondence History on the MPATH Provider Services Portal. Montana Healthcare Programs sent notification letters beginning August 2023 to the address on file 90 days before the revalidation due date.

#### Free Virtual Provider Training Opportunity for Members with Intellectual and Developmental Disabilities

October 04, 2024

In partnership with the Montana Developmental Disabilities Program (DDP), the Montana Department of Public Health and Human Services (DPHHS) is making a free training opportunity available for Medicaid providers interested in better understanding the special healthcare needs of members with intellectual and developmental disabilities (IDD).



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Participants may earn Continuing Medical Education (CME) or Continuing Education Unit (CEU) credits through the self-paced, virtual training. For details on the training course, refer to the IDD Healthcare eLearn Course Information Flyer.

Registration is open to physicians, nurse practitioners, nurses and physician assistants. Providers may register through Montana Curriculum in IDD Healthcare eLearn Course Registration on the IntellectAbility website.

The training is available for up to 500 attendees on a first-come first-serve basis. Seats are also being held for students in the health and human services and/or medical fields.

### MPATH Provider Services Portal Outage

October 03, 2024

The MPATH Provider Services Portal is currently down. The technical team is working to resolve the issue. Thank you for your patience.

### Provider Relations Call Center Closure

September 12, 2024

The Provider Relations call center will be closed for a brief fire drill exercise at 1pm Friday September 13, 2024. It is expected to be down for approximately 15 minutes. We apologize for any inconvenience.

### Provider Relations Outage Issues Resolved

August 30, 2024

The Provider Relations call center and MATH web portal are now fully functional. We apologize for any inconvenience.

For any further questions, please contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

### Claims Processing Outage

August 30, 2024

On Thursday, August 29<sup>th</sup>, at approximately 2:15pm MT we began experiencing a service interruption of our Claims processing system.

Today, as of 8:00 am MT Conduent technology teams have been able to successfully restore all impacted services. Point of sale claims are processing successfully at this time. We will continue testing and monitoring the system throughout today.

We sincerely apologize for this inconvenience. Providers with claims that have not processed should resubmit these claims.

## Announcements History

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

### Provider Relations Outage

August 29, 2024

Provider Relations Call center and MATH web portal are currently down. We are working to resolve the issues. We apologize for any inconvenience

### Important! Pharmacy Claims System Maintenance this Saturday, at 8:00 PM MDT. Expected availability 2:00 AM MDT.

July 25, 2024

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 07/27/2024 beginning 8:00 PM MDT. The expected reactivation time will be no later than 2:00 AM MDT Sunday 07/28/2024.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window Saturday 07/28/2024 8:00 PM – 2:00 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).

### Important! Pharmacy Claims System Maintenance this Saturday, at 8:00 PM MDT. Expected availability 10:00 PM MDT.

July 17, 2024

Notice to all pharmacies that the claims system will be down for scheduled maintenance on 07/20/2024 beginning 8:00 PM MDT. The expected reactivation time will be no later than 10:00 PM MDT Saturday 07/20/2024.

Pharmacy claims submitted during the downtime will be rejected. It is highly recommended that pharmacy claims are not submitted during the downtime window Saturday 07/20/2024 8:00 PM - 10:00 PM 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).

### Medicaid Payment Delayed Due to Holiday

July 5, 2024

Due to the Independence Day holiday, payments will be issued on Monday, July 8th. Therefore, payments will not be available until Tuesday, July 9th. Remittance Advices will be available on Wednesday, July 10th.

### Claim Status Availability Issue Identified

## Announcements History

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

June 26, 2024

An issue with the weekly cycle occurred causing a delay in the claim status availability for some adjustment claims. There is no impact to claim payments. Conduent and the Department have identified the issue and a plan is in place to ensure claims status is available, June 27th. We apologize for any inconvenience.

### Call Center Closure

May 23, 2024

The Call Center will be closed today, May 23, 2024 for 1 hour from 3:30 - 4:30 PM for training. We apologize for any inconvenience.

### Attention: Providers Partnered with Change Healthcare Can Resume Electronic Claims Submission to Montana Healthcare Programs

May 9, 2024

Change Healthcare has re-established their connection with Montana Healthcare Programs. Providers can resume sending claims via their standard practice prior to the Change Healthcare cyberattack. If you are submitting claims and continue to experience issues, please reach out through your biller to connect with the Change Healthcare resources. For more information, please see reference to Montana Medicaid at <https://www.unitedhealthgroup.com/changehealthcarecyberresponse#latestupdates>

### Call Center Outage

May 7, 2024

The Provider Relations Call Center and IVR are currently down. We are working to resolve the issue. We apologize for any inconvenience.

### Attention: Providers Partnered with Change Healthcare for Electronic Claims Submission to Montana Healthcare Program

March 27, 2024

The MPATH Provider Services module allows for the upload of HIPAA compliant X12 files in lieu of submitting through a Clearinghouse if the billing software has export functionality. To access this feature, log in to MPATH Provider Services and click "Bulk HIPAA Transactions" on myMenu. From the File transaction activity screen, click Upload, Select File Type Claim Submission (837), click Browse and Locate and select the file to be uploaded, and click the Upload button. Supported file types are .edi and .bil.

## Announcements History

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

### Remit Advice Issues

March 12, 2024

We have resolved the issue that was causing remits to appear duplicated. Please recheck the MATH or MPATH portal for your correct Remittance Advice. If you experience further issues, please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com)

### MATH Web Portal Remit Information Unavailable

March 6, 2024

We are currently researching reports of remit information not being available in the MATH portal. 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)

### Attention: Providers Partnered with Change Healthcare for Electronic Claims Submission to Montana Healthcare Programs

February 26, 2024

Providers impacted by the Change Healthcare cyberattack can use the DPHHS Provider Services portal to submit claims to Montana Healthcare Programs. For more information on using the portal, please visit the [Billing 101 Training](#).

For more information on the Change Healthcare cyberattack please visit the [Change Healthcare Incidents page](#).

### Dental Remittance Advice Formatting Error

January 19, 2024



## Announcements History

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

Beginning on payment cycle 12/14/2023 Dental Remittance Advices were updated to display tooth number and/or surface at the line level claim detail. The change resulted in formatting errors causing claim lines to span across one or more pages making reconciliation more difficult. The Department is actively working with Conduent to correct the formatting error.

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

January 12, 2024

Due to the Martin Luther King Jr. Day holiday, Provider Relations call center will be closed Monday January 15, 2024. Payments will be issued on Tuesday, January 16, 2024. Therefore, payments will not be available until Wednesday, January 17th.

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

December 22, 2023

Due to the Christmas holiday, the Provider Relations Call Center will be closed on Monday, December 25. Payments will be available Wednesday, December 27, 2023.

Due to the New Year's holiday, the Provider Relations Call Center will be closed on Monday, January 1. Payments will be available Wednesday, January 3, 2024.

### **Medicaid Payment Delayed Due To Holiday**

November 22, 2023

Due to the Thanksgiving holiday, payments will be issued on Monday, November 27th. Therefore, payments will not be available until Wednesday, November 29th.

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

November 13, 2023

Due to the Veterans Day holiday, payments will be delayed. EFT payments will be released tonight and checks will be mailed out on Tuesday, November 14.

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

### Claims Processing Delays

November 9, 2023

The Department is working with Conduent to address claims processing delays due to staffing shortages. Department staff are actively evaluating common edits that cause claims to suspend and making procedural and system changes to streamline claims processing. Changes to the 40-year-old claims system are challenging; however, as opportunities for automation are identified, they are prioritized for development and implementation. Additionally, Conduent has added numerous staff resources to expedite claims processing. Finally, the State Medicaid Director, Mike Randol, meets with Conduent executive leadership weekly to ensure continued progress toward resolving the claims processing delays.

### Claims Payment Discrepancy Update

September 15, 2023

On September 13, 2023, the Department of Public Health and Human Services (DPHHS) identified a claims payment issue with the September 11, 2023, payment cycle. The cause of this issue was that the payment file for August 14, 2023, was re-run and providers received their August 14, 2023 payments again in error instead of the payments they should have received on September 11, 2023.

To correct this issue, this weekend, the Department, will reverse the EFT payments or cancel the warrants that providers received in error, and process the proper payments due to providers for September 11, 2023.

The remittance advices providers received on September 11, 2023, will match the corrected payments providers will receive on or before Tuesday September 19, 2023. Providers should use the remittance advices received on September 11, 2023, for reconciliation purposes. The only item that will not match is the warrant number for the corrected payment.

Providers will receive their payments as usual for September 18, 2023.

Impacted providers will also receive a notification to their email on file. The Department sincerely apologizes for this issue and has taken immediate steps to prevent this issue from re-occurring in the future.

### Claims Payment Discrepancy Identified

September 13, 2023

The Department of Public Health and Human Services (DPHHS) has identified a claims payment issue with the September 11, 2023 payment cycle. The issue has caused under payments or overpayments to some providers. Impacted providers will note that their deposit information does not match their 835s or Statement of Remittance (SOR). We are diligently working to identify impacted payments and are taking steps to reconcile and resolve the issue. Updates will be provided as soon as information becomes available.

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406)



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

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.

### **MPATH Provider Services Portal Outage**

September 11, 2023

The MPATH Provider Services Portal is currently down. The technical team is working to resolve the issue. Thank you for your patience.

### **Medicaid Claims Payment Delayed**

September 8, 2023

A problem was identified with the weekly payment cycle impacting approximately 74,000 claims. Impacted claim payments that would normally be issued on Monday, September 11, 2023 will be rescheduled with the following weekly cycle. The delayed payments will be issued on Monday, September 18, 2023. The issue is being closely monitored and steps are being taken to ensure impacted claims will process correctly within the next cycle.

We sincerely apologize for any inconvenience. Please contact Provider Relations if there are questions or concerns at (800) 624-3958, or [MTPRHhelpdesk@conduent.com](mailto:MTPRHhelpdesk@conduent.com).

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

September 1, 2023

Due to the Labor Day holiday, payments will be issued on Tuesday, September 5, 2023. Therefore, payments will not be available until Wednesday, September 6, 2023.

### **Planned Call Center Closure**

August 31, 2023

The Call Center will be closed today, August 31, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.





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### Electronic Claim Rejections in Error

August 18, 2023

Providers submitting electronic claims that were rejected by the EDI between August 10 and August 16 will need to resubmit their claims for processing. Claims impacted by this issue will have reject reason code 'N51' on the 277CA transaction. There was an issue with the EDI preprocessing program that was resolved on the evening of August 17. If your claims continue to reject, please contact (800) 624-3958 for assistance with claim errors.

### Medicaid Payment Delayed

August 7, 2023

Due to an unexpected issue, payments were issued on Monday, August 7, 2023. Therefore, payments are not anticipated to be available until Wednesday, August 9, 2023.

### Planned Call Center Closure

August 3, 2023

The Call Center will be closed today, August 3, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Planned Call Center Closure

July 20, 2023

The Call Center will be closed today, July 20, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Planned Call Center Closure

July 6, 2023

The Call Center will be closed today, July 6, 2023 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

June 22, 2023

The Call Center will be closed today, June 22, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Medicaid Remittance Advice (eSOR) Delay

June 05, 2023

Due to a system error, ESORs will not be available on Tuesday June 06, 2023. We are working on the issue and we expect to have a resolution soon. We apologize for the inconvenience.

### Medicaid Payment Delayed due to Holiday

May 26, 2023

Due to the Memorial Day holiday, payments will be issued on Tuesday, May 30, 2023. Therefore, payments will not be available until Wednesday May 31, 2023.

### Upcoming Add-On Training and Changes by MPQH

May 26, 2023

A training will be held on May 30, 2023, from 3-4 p.m. by the Mountain-Pacific Quality Health (MPQH) team for changes in processing and reviews of Behavior/TBI, Wound Care and Bariatric Add-Ons.

To ensure your add-ons get processed correctly and timely, please register to attend this training. Register for the MPQH training on new add-on process via Zoom.

### Planned Call Center Closure

May 25, 2023

The Call Center will be closed today, May 25, 2023 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](#)

### **Provider Revalidation for Providers Who Utilized Expediated Enrollment During the PHE**

May 22, 2023

On April 17, 2023, Montana Healthcare Programs began sending revalidation notices to providers who utilized the expedited enrollment process following the CMS 1135 waiver policy during the Public Health Emergency. These providers must submit a revalidation by July 10, 2023. Failure to complete the revalidation by this date can lead to disenrollment from participation in Montana Healthcare Programs.

Providers who received the revalidation letter will need to: (1) Log into the [MPATH Provider Services Portal](#) to complete the revalidation process and upload supporting documentation. (2) Select the radio button on the workbench next to the current enrollment. (3) Select the Revalidation button from the left-hand menu to begin the process.

Complete the provider revalidation by July 10, 2023.

Please contact Provider Relations via email at [MTPRhelpdesk@conduent.com](mailto:MTPRhelpdesk@conduent.com) or call Provider Relations at (800) 624-3958 if you have questions or concerns.

### **System Outage**

May 17, 2023

The MATH Web Portal is having a known issue with passwords and password resets. Our systems team is looking into the issue. Posted at 2 pm MST.

### **Planned Call Center Closure**

May 11, 2023

The Call Center will be closed today, May 11, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### **Planned Call Center Closure**

April 27, 2023

The Call Center will be closed today, April 27, 2023 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

April 13, 2023

The Call Center will be closed today, April 13, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Planned Call Center Closure

March 30, 2023

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

### Planned Call Center Closure

March 16, 2023

The Call Center will be closed today, March 16, 2023 from 4:00 - 4:30 PM for training. We apologize for any inconvenience.

### Upcoming Webinars

#### Medicaid Eligibility Redetermination and Unwinding PHE Flexibilities

March 13, 2023

Throughout the duration of the PHE, many programmatic flexibilities were implemented at both the federal and state levels. This allowed the ability to waive or modify certain requirements in a range of areas.

Please join the informational webinars to learn which flexibilities will remain in place after the PHE.

- Medicaid Eligibility Redetermination
- Health Resources Division Webinar
- Behavioral Health Provider Webinar
- Home and Community Based Services Provider Webinar

For information on the dates, times and content of the webinars, see [Provider Meetings for Medicaid Eligibility Redetermination and Unwinding PHE Flexibilities](#).

### Planned Call Center Closure

February 16, 2023

The Call Center will be closed today, February 16, 2023 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

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.

### 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

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

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

## Announcements History

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

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)





## Announcements History

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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



## Announcements History

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.

### **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

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

### 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.

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.

## Announcements History

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

**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:



## Announcements History

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.

## Announcements History

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

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

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.

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>



## Announcements History

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](#).