

## Announcements History

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

### 2025 Announcements

#### **Claims System Modernization - New Montana Healthcare Programs Claims System Coming in 2027**

April 4, 2025

The Department of Public Health and Human Services is pleased to announce we have contracted with Gainwell Technologies to implement a new system for processing and paying Montana healthcare claims. The claims project kicked off in October 2024, with plans to roll out the new system in 2027. For more information and to subscribe to receive updates to your inbox, please visit Claims Modernization on the DPHHS website.

#### **Revalidation List Updated**

April 4, 2025

[Provider Revalidation List](#)

#### **Update to Member Eligibility Faxback Requests**

April 3, 2025

Montana Healthcare Programs has updated the eligibility Faxback requests process. The fax line for direct requests (800) 714-0075 is no longer active. The new Faxback process is now integrated with the IVR system, (800) 624-3958. To request the eligibility Faxback, select the option for eligibility then enter the required provider and member information. The option to receive a Faxback will be made available after the eligibility information is announced.

If there are further questions on this new process, please contact Provider Relations [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@conduent.com) or call the support line.

#### **MATH Portal Remittance Advice Error**

March 25, 2025

The MATH web portal is currently experiencing an error trying to display remittance advices. We are working to resolve the issue. We apologize for any inconvenience.

#### **Revalidation List Update**

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

March 21, 2025

[Provider Revalidation List](#)

### Revalidation List Update

March 6, 2025

[Provider Revalidation List](#)

### Important! Conduent EDI Solutions Maintenance Down

March 5, 2025

Notice to all providers that the Conduent EDI Solutions system will be down for scheduled maintenance on 3/15/2025 beginning at 4:00 PM MDT. The expected reactivation time will be 4:00 PM MDT Sunday 3/16/2025. The system will be unavailable for use during this time. 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).

### MPATH Portal Outage

March 5, 2025

The MPATH Portal is currently down. We are working on correcting the issue. We apologize for any inconvenience.

### Revalidation List Update

February 21, 2025

[Revalidation List Updated](#)

### MATH Portal Upload Function Outage

February 20, 2025

The function to upload claims files in the MATH Portal is currently not available. We are working on the issue. The Bulk HIPAA Transaction feature in the MPATH portal is working and can be used in place of the MATH portal upload. We apologize for any inconvenience and appreciate your patience

### EFT Authorization Agreement Updated

February 7, 2025

The Electronic Funds Transfer (EFT) Authorization Agreement form has been revised to provide clarification for providers on the address type accepted. Providers must include the street address, city, state and ZIP+4. A

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

post office box address is not accepted.

In addition, a new option has been added in the Reason for Submission section. If you are submitting the EFT as part of your revalidation process, choose the Providing Current Information option and in the Reason for providing field, indicate Revalidation. Complete the form as applicable.

The revised EFT Authorization Agreement is posted on the Forms page of the Montana Healthcare Programs Provider Information website under the Forms D – F tab.

### Error in Pharmacy Pricing File

January 30, 2025

The department has identified an error in the pharmacy pricing file, and thousands of incorrect rates were loaded. The department is actively working to get the correct rates loaded into the system and anticipates rates will be corrected within a week. Once corrected, the department will process a mass adjustment of all impacted claims and correct the claims. No action is required by the pharmacy.

### MATH Portal Outage

January 21, 2025

Conduent EDI systems are experiencing an unplanned outage on real-time and batch transactions. The outage is currently impacting the MATH portal.

Conduent is actively working on the outage. We apologize for any inconvenience. Please contact MT Provider Relations for 1-800-624-3958 for assistance.

### MPATH Portal Outage

January 14, 2025

The MPATH portal is currently down. We are working on correcting the issue. We apologize for any inconvenience.

### Provider Resources Information Updated

January 10, 2025

Information on the Montana Healthcare Programs Provider Information website under Resources by Provider Type on the Select Your Provider Type page has been updated.

Changes affecting Substance Use Disorders providers are as follows:

1. Under Select your Provider Type, the resource titled Chemical Dependency has been deleted.
2. A new entry has been added for Substance Use Disorders.
3. When you click on the Substance Use Disorders provider type link, you are taken to the same resource page that had been titled Chemical Dependency and is now updated to Substance Use Disorders.

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### Revalidation Requirements Deadline

December 23, 2024

Montana Medicaid providers are being urged by the Department of Public Health and Human Services (DPHHS) to update their enrollment information by Dec. 31, 2024 to ensure uninterrupted payment reimbursement.

DPHHS officials state this is a federally required step, known as the provider revalidation process, in order for providers to continue participating in Montana Medicaid.

This deadline affects over 1,400 Medicaid providers across the state who have yet to update their information. To date, over 8,400 providers have successfully completed the process.

Providers who fail to complete the necessary updates by the Dec. 31 deadline risk having their payments suspended.

Providers can review their current revalidation status on the Medicaid provider website and the Provider Services Portal. The revalidation process takes approximately 50 minutes to complete.

Montana Medicaid providers are required to verify and update their enrollment information every five years to remain eligible for participation in Montana Medicaid. Note that this process is unrelated to the recent PHE redetermination process that verified the eligibility of approximately 330,000 Montanans enrolled in Medicaid at the time.

Providers can check their revalidation status by reviewing the current provider revalidation list on the Medicaid provider website or by logging into the services portal.

The revalidation menu option will be active. Providers should ensure all necessary steps are completed and the revalidation is in a submitted status.

For more information about the provider revalidation process visit [MedicaidProvider.mt.gov](https://MedicaidProvider.mt.gov) to access resources by provider type, provider notices, and Claim Jumper articles. The Revalidation User Guide is also available.

In addition, DPHHS has added bi-weekly revalidation seminars with dates posted online. For technical issues completing revalidations, contact MT Provider Relations at [MTPRHelpdesk@Conduent.com](mailto:MTPRHelpdesk@Conduent.com) or call 1-800-624-3958 and select revalidation for assistance.

[Provider Revalidation List](#)

[Revalidation Training Video](#)

### Revalidation Training

#### Dental Providers Revalidation Training

January 13th, 2025 at 1:00pm

[Join the meeting now](#)

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

Meeting ID: 263 598 001 534  
Passcode: wZ2jU7cL  
Dial in by phone  
+1 585-420-6781,,155290256#  
Find a local number  
Phone conference ID: 155 290 256#

### **School Providers Revalidation Training**

January 15th, 2025 at 10:00am  
Join the meeting now  
Meeting ID: 230 934 906 301  
Passcode: yt68PE28  
Dial in by phone  
+1 585-420-6781,,249556660#  
Find a local number  
Phone conference ID: 249 556 660#

### **Big Sky Waiver Providers Revalidation Training**

January 16th, 2025 at 10:00am  
Join the meeting now  
Meeting ID: 298 331 278 502  
Passcode: C5nz76wv  
Dial in by phone  
+1 585-420-6781,,166938664#  
Find a local number  
Phone conference ID: 166 938 664#

### **General Revalidation Training**

January 17th, 2025 at 10:00am  
Join the meeting now  
Meeting ID: 235 967 850 570  
Passcode: Aj9ZT9Bp  
Dial in by phone  
+1 585-420-6781,,940024618#  
Find a local number  
Phone conference ID: 940 024 618#

### **LCPC/LCSW Providers Revalidation Training**

January 17th, 2025 at 10:00am  
Join the meeting now  
Meeting ID: 289 655 776 748  
Passcode: av6zY93Q  
Dial in by phone  
+1 585-420-6781,,54025697#  
Find a local number  
Phone conference ID: 540 256 97#

## 2024 Announcements

## Announcements History

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

### Medicaid Payment Delayed due to Holiday

November 25, 2024

Due to the Thanksgiving holiday, payments will be issued on Monday, December 2<sup>nd</sup>. Therefore, Payments will not be available until Wednesday, December 4<sup>th</sup>.

### IVR Outage

October 24, 2024

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

### 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

## Announcements History

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

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).

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**

## Announcements History

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

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.

### 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.

## 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 [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

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.

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

### **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.

### **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](#).

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

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

### **Dental Remittance Advice Formatting Error**

January 19, 2024

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.

## **2023 Announcements**

### **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**

## Announcements History

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

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.

### 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

## Announcements History

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

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) 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 [MTPRHelpdesk@conduent.com](mailto:MTPRHelpdesk@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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These documents are available on the [Montana Healthcare Programs Provider Website](#)

### **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.

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

### **Provider Revalidation for Providers Who Utilized Expedited 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.

## Announcements History

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

### 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

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

### **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.

## 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

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.