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## Upcoming Training

Provider Services  
Module  
January 20, 2022

Outpatient  
Therapy  
February 17,  
2022

Therapy Services  
March 17, 2022

**Register Now**

## MPATH Provider Services Portal Is Live!

Montana Healthcare Programs is excited to announce the MPATH Provider Services Module had its official launch Monday, December 13, 2021. The MPATH Provider Services Portal is now available!

The MPATH Provider Services Portal offers providers the ability to enroll, maintain/update their records, and upload enrollment and other supporting documents online. The MPATH Provider Services portal offers a host of additional self-service features including claim status inquiry, access to view and download remittance advices, payment summary information, upload bulk HIPAA transactions, a provider directory, and a claims entry option to create claim templates and submit claims online including online adjustments!

### Key Dates, Activities, and Upcoming Learning Opportunities

- A recorded training from a Nursing Facilities provider training held December 16, 2021, has been posted to the Training page of the Provider Information website for those who were unable to attend.
- Beginning January 2022, the Department and Conduent will offer monthly trainings. Visit the [Training page](#) for upcoming training dates.
- Access to pre-recorded sessions will be made available for providers who are unable to attend the monthly training.
- The Montana Access to Health web portal will continue to offer access to payment summary and remittance advices through January 31, 2022.

Stay tuned for upcoming announcements regarding the MPATH Provider Services Portal.

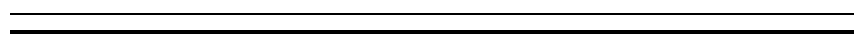
*Submitted by Shellie McCann  
Medicaid Systems Operations Manager  
DPHHS*

## Recent Website Posts

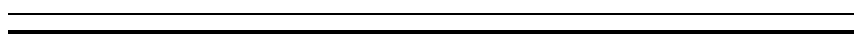
Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#).

<b>PROVIDER NOTICES</b>		
Date Posted	Provider Types	Provider Notice Title
11/22/2021	FQHC and RHC	Clinical Pharmacist Practitioner
12/02/2021	Psychologist	Psychometrics Performed by a Psychometrist Under Psychologist Supervision
12/09/2021	Mental Health Centers	Temporary Medicaid Youth Mental Health IOP Services
12/10/2021	All Providers	New Provider Services Portal
12/13/2021	Nursing Facilities	MPATH Provider Services Portal Nursing Facilities Enrollment Information
12/15/2021	All Providers	Health Behavior Assessment and Intervention Billing Codes
<b>FEE SCHEDULES</b>		
January 2021		
January 2021 Temporary IOP Medicaid Mental Health for Youth Fee Schedule		
July 2021		
July 2021 DME Fee Schedule		
July 2021 Medicaid Mental Health for Adults Fee Schedule Revised		
July 2021 Temporary Medicaid Mental Health for Youth Fee Schedule		
October 2021		
Proposed October 2021 DME Fee Schedule		

<b>ADDITIONAL DOCUMENTS POSTED</b>
<ul style="list-style-type: none"> <li>• November 2021 DURB Meeting Minutes</li> <li>• Preferred Drug List</li> <li>• MAT Form Updated</li> <li>• FHQC and RHC Manual Updated</li> </ul>



Thank you  
for the care and support of Montana Healthcare  
Programs members that you provide.  
Your work is appreciated!



## Top 15 Claim Denials

Claim Denial Reason	November 2021	October 2021
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
PROC. CODE NOT COVERED	5	7
RECIPIENT COVERED BY PART B	6	5
RECIPIENT NOT ELIGIBLE DOS	7	6
PROVIDER TYPE/PROCEDURE MISMATCH	8	14
PROC. CODE NOT ALLOWED	9	10
CLAIM INDICATES TPL	10	8
REV CODE INVALID FOR PROV TYPE	11	17
INVALID CLIA CERTIFICATION	12	13
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	13	11
PROCEDURE/AGE MISMATCH	14	18
DEPRIVATION CODE RESTRICTED	15	21

## Upcoming Monthly Online Trainings

Trainings are available at no cost to providers and billers. Registration is available on the [Training Page](#) of the Provider website. All trainings are at 2pm on the date listed unless otherwise specified.

### New Provider Services Module

Thursday, January 20, 2022

### Outpatient Therapy

Thursday, February 17, 2022

### Therapy Services

Thursday, March 17, 2022

### Nursing Homes

Thursday, April 21, 2022

## Key Contacts

### Montana Healthcare Programs

#### Provider Relations

General Email:  
MTPRHelpdesk@conduent.com  
Enrollment Email:  
MTErollment@conduent.com

P.O. Box 4936  
Helena, MT 59604  
(800) 624-3958 In/Out of state  
(406) 442-1837 Helena  
(406) 442-4402 or (888) 772-2341  
Fax

#### Provider Enrollment

Enrollment Email:  
MTErollment@conduent.com

P.O. Box 89  
Great Falls, MT 59403

#### Conduent EDI Solutions

<https://edisolutionsmmis.portal.conduent.com/gcro/>

#### Third Party Liability

Email:  
MTTPL@conduent.com  
P.O. Box 5838  
Helena, MT 59604  
(800) 624-3958 In/Out of state  
(406) 443-1365 Helena  
(406) 442-0357 Fax

#### Claims Processing

P.O. Box 8000  
Helena, MT 59604

#### EFT and ERA

Fax completed documentation to  
Provider Relations (406) 442-4402

#### Verify Member Eligibility

FaxBack (800) 714-0075 or  
Voice Response (800) 714-0060

#### POS Help Desk for Pharmacy

(800) 365-4944

#### Passport

(406) 457-9542

#### PERM Contact Information

Becky Yancy  
Email: Rebecca.Yancy@mt.gov  
(406) 444-9365

#### Prior Authorization

OOS Acute & Behavioral  
Health Hospital, Transplant,  
Rehab, PDN,  
DMEPOS/Medical,  
& Behavioral Health Reviews  
(406) 443-0320 (Helena) or  
(800) 219-7035 (Toll-Free)