



Claim Jumper

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Upcoming Training

Provider Enrollment sessions held the second Wednesday of every month.

General Resources
May 6, 2026

SDMI
May 21, 2025

Billing 101
May 27, 2026

CMHB Home Support Services (HSS)
June 18, 2026

Pediatric Complex Care
July 16, 2026

Register Now

Affiliations Requirement in the Claims Modernization System

When the Montana Healthcare Claims System (MTHCS) rolls out in 2027, there will be an affiliation requirement for Montana Healthcare Programs’ providers.

Provider affiliations are a connection that a provider, or its owners and managers, has with another entity or individual. Claims submitted to the MTHCS without an affiliation between the rendering (treating) provider and the billing provider will be rejected. Please note that all claims will be impacted whether submitted through a clearinghouse, sent via paper or entered into the MES Provider Services Module claims portal.

Individual provider records can create an update and request affiliations to organizations. Organizations use the Manage Affiliation tile to add individual providers. Detailed instructions are in the Provider Maintenance Update User Guide.

This is different than *linking* a provider. Linking allows a provider to see the pay-to organization NPI in the MES Provider Services Portal on their workbench and claims drop-down.

Watch upcoming newsletter issues for more information.

*Submitted by Denise Juvik
MPATH Project Manager
DPHHS*

A Few Answers: No Call Necessary

The Montana Healthcare Program call center wants to give you the best service possible, but we cannot give out some of the information we are frequently asked for.

Why? Most importantly, security. Federal and state laws and regulations prohibit or greatly restrict what information can be released *and how*. For example, the Health Insurance and Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) are very specific on this and the consequences of violations can be severe.

Will we give out the check/EFT number associated with the claim? No. The caller will need to reference the remittance advice on the MPATH provider services portal. The only information we can provide on a specific claim is the remittance advice number and the date of payment.

What is the pay-to address that you mailed the check to? The majority of providers receive payment via EFT. We can confirm the address in our records if the caller provides the address.

What is the member's effective date? Montana Healthcare Program is month-to-month, and members may suddenly no longer qualify for coverage for reasons beyond our control. The call center can provide information for past dates of service upon request.

Why is the member not active? The call center cannot view current application status or see why coverage was terminated. The member will need to contact the OPA to find out why.

*Submitted by Allen Way
Account Trainer
Conduent*

Revalidation – How to Stay Compliant

Per [42 CFR 424.515 \[ecfr.gov\]](#) providers enrolled with Medicaid are required to revalidate their enrollment every five years.

If you don't complete a revalidation within the designated time frame you could have your payments suspended until the revalidation is completed and could even be subject to a repayment of the funds you received.

When it's time for your revalidation you should receive a letter indicating the steps and time frame allotted to complete your revalidation.

Please do not ignore the notices for revalidation.

Recent Website Posts

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

PROVIDER NOTICES

| Date Posted | Provider Type | Provider Notice Title |
|-------------|---------------|---|
| 04/07/2026 | All Providers | Not Enrolled with Medicare Provider Notice |
| 04/10/2026 | All Providers | Affiliations Requirement in the Claims Modernization System |

FEE SCHEDULES

- January 2026 OPPS Services Fee Schedule Revised
- July 2025 Youth Mental Health Services Fee Schedule
- Hospice FY 2025 Compliant Fee Schedule
- Hospice FY 2025 Non-Compliant Fee Schedule
- April 2026 ASC Services Fee Schedule
- April 2026 OPPS Services Fee Schedule
- April 2026 APC Services Fee Schedule

ADDITIONAL DOCUMENTS POSTED

- April 2026 General Resources Training Presentation
- Coverage Criteria for Combination Shower Commode Chair and Accessories
- May 2026 DUR Meeting Agenda
- April 2026 Billing 101 Training
- Coverage Criteria for MSRP Reimbursement and Documentation Coverage Criteria for Negative Pressure Wound Therapy Pumps

Top 15 Claim Denials

| Claim Denial Reason | March 2026 | February 2026 |
|----------------------------------|------------|---------------|
| RECIPIENT NOT ELIGIBLE DOS | 1 | 1 |
| PA MISSING OR INVALID | 2 | 2 |
| MISSING/INVALID INFORMATION | 3 | 3 |
| EXACT DUPLICATE | 4 | 4 |
| RECIPIENT COVERED BY PART B | 5 | 5 |
| PROC. CONTROL CODE = NOT COVERED | 6 | 10 |
| CLAIM INDICATES TPL | 7 | 7 |
| PROC. FACT. CODE = NOT ALLOWED | 8 | 12 |
| REV CODE INVALID FOR PROV TYPE | 9 | 9 |
| INVALID CLIA CERTIFICATION | 10 | 6 |
| CLAIM DATE PAST FILING LIMIT | 11 | 11 |
| PROVIDER TYPE/PROCEDURE MISMAT | 12 | 13 |
| SUSPECT DUPLICATE | 13 | 8 |
| RECIPIENT HAS TPL | 14 | 14 |
| SUSPECT DUPLICATE/CONFLICT | 15 | 15 |

Fraud, Waste, and Abuse...OH MY!

Feel like fraud is happening and you don't know who to talk to?

Call the Montana Medicaid Fraud Control Unit (MFCU) Provider Fraud Hotline (800) 376-1115.

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
 MTPRHelpdesk@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

Attach completed form online to your updated enrollment or mail completed form to Provider Services.
 P.O. Box 89
 Great Falls, MT 59403

Verify Member Eligibility

(800) 624-3958
 Option 7 (Provider), Option 3 (Eligibility)

Pharmacy POS Help Desk

(800) 365-4944

Passport

(406) 457-9542

PERM Contact Information

Email: Amy.Kohl@mt.gov
 (406) 444-9356

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)

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