



MONTANA HEALTHCARE PROGRAMS NOTICE

December 6, 2019

Home & Community Based Waivers, Mental Health Centers, Out-Of-State Hospital Inpatient, PRTF, State-Approved Substance Use Disorder, Therapeutic Group Home Providers

Effective Immediately

New UR Implementation Date and Provider Portal Training

Dear Medicaid provider:

Mountain-Pacific Quality Health, in partnership with Telligen, will be providing the utilization management and review of the following behavioral health services covered through the Montana Healthcare Programs provided by the Montana Department of Public Health and Human Services (DPHHS). The implementation of this work will begin January 1, 2020.

- Montana State Hospital
- Clinically managed low-intensity residential (ASAM 3.1)
- Clinically managed high-intensity and medium-intensity residential (ASAM 3.5)
- Medically monitored high-intensity inpatient (ASAM 3.7)
- Crisis stabilization program
- Psychiatric residential treatment (in and out of state)
- Acute inpatient hospital services (out of state)
- Therapeutic group home (youth)
- Therapeutic home visit (youth)
- Extraordinary needs aide services
- Genetic testing (youth with behavioral health diagnosis)
- Intensive outpatient program
- Program assertive community treatment
- Intensive community-based rehabilitation
- Adult group home
- Partial hospitalization (youth)
- Home support services

- Authorization requests for these services will be processed through Telligen's industry-leading technology platform, called Qualitrac. This system offers a secure, Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant portal that allows providers to securely submit authorization requests, supply clinical documentation to support requested services and receive determinations.

Benefits of the Qualitrac provider portal include:

- 24/7 provider access to:
 - Submit new requests electronically – drag and drop as opposed to faxing or mailing documents
 - Electronically upload supporting documentation, e.g., medical records, letters, etc.
 - Review status of pending requests in real-time
 - Review determinations (notification that reviews are completed is emailed to requesters)
 - Retrieve history of previous requests, determinations and prior authorization numbers
- Two-way, secure data exchange between Mountain-Pacific/Telligen and the requesting provider
- Efficiencies, time saved and reduced number of telephone calls

IMPORTANT: Qualitrac Portal Registration and Provider Training

Registration for the portal is now open. To access instructions and to print and complete the registration forms, go to <https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-document-library/>.

Provider user training sessions are scheduled for Tuesday, December 17th, and Thursday, December 19.

Providers and staff who submit authorization requests for the services listed above are highly encouraged to attend one of these training sessions.

- [Register for the December 17 training at 2:00 PM MST:](https://mpqhf.zoom.us/webinar/register/WN_8nnOLyO5SMWutbyXen9LOA)
https://mpqhf.zoom.us/webinar/register/WN_8nnOLyO5SMWutbyXen9LOA

OR

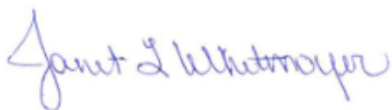
- [Register for the December 19 training at 10 AM MST:](https://mpqhf.zoom.us/webinar/register/WN_9iJosJreQ9ykEw9YWuNMew)
https://mpqhf.zoom.us/webinar/register/WN_9iJosJreQ9ykEw9YWuNMew

Training sessions will be recorded and available to view on-demand on the portal website.

It's important to note: **Effective 2/28/2020, faxed, mailed or emailed requests *will not be accepted*** unless a provider seeks and is granted an exemption from the Montana DPHHS.

Mountain-Pacific has developed a dedicated webpage, <https://www.mpqhf.org/corporate/medicaid-portal-home/>, that houses provider education materials, user guides, PowerPoint Presentations, provider registration packets and a link to access the Qualitrac provider portal.

Best regards,



Janet Whitmoyer, RN, BSN
Director of Medicaid Contracts
Mountain-Pacific Quality Health



Jean McClurken, LCSW, LAC
Behavioral Health Manager
Telligen

Contact Information

[Jackie Jandt, Medicaid Reform Initiative Specialist, AMDD, email jjandt@mt.gov](mailto:jjandt@mt.gov)
or telephone (406) 444-9656.

[For claims questions or additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email MTPRHelpdesk@conduent.com.](tel:(800)624-3958)

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)