



MONTANA HEALTHCARE PROGRAMS NOTICE

November 18, 2019

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

Effective Immediately

New UR Introduction and Training Information

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

Telligen's industry-leading technology platform, called Qualitrac, 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.

The transition to Mountain-Pacific Quality Health will be effective January 1, 2020. There will not be any changes to program requirements or medical necessity criteria at this time. The requirements outlined in the Children and Adult Mental Health Medicaid Service Provider Manuals remain the same. Authorizations that were previously approved by DPHHS or Magellan will be valid for the duration of the approved span.

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

Provider portal implementation:

- Implementation for processing the following services through the portal is on track for January 1, 2020:
 - Acute inpatient hospital services (out of state)
 - Adult group home
 - Clinically managed high-intensity and medium-intensity residential (ASAM 3.5)
 - Clinically managed low-intensity residential (ASAM 3.1)
 - Crisis stabilization program

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

Provider Training:

- There will be a series of trainings for those providers seeking prior authorization/continued stays for the listed services (previous page) to help with the enrollment and use of the new system. Individuals who will seek these approvals should attend the trainings.
- WebEx provider introductory and enrollment training sessions are scheduled for Tuesday, December 3 and Thursday, December 5.
 - [Register for the December 3 training at 10:00 AM MST:](https://mpqhf.zoom.us/webinar/register/WN_JRjIRIyS6u2n18FpWx65Q)
https://mpqhf.zoom.us/webinar/register/WN_JRjIRIyS6u2n18FpWx65Q

OR

- [Register for the December 5 training at 2:00 PM MST:](https://mpqhf.zoom.us/webinar/register/WN_OaoBRb8iTrWqNpUs0WOyIw)
https://mpqhf.zoom.us/webinar/register/WN_OaoBRb8iTrWqNpUs0WOyIw
- WebEx provider portal user training sessions are scheduled for December 17 and 19.
 - Registration information for these sessions is coming soon.
- Training sessions will be recorded and available to view on-demand.

It's important to note: **Once the new process is fully implemented, Mountain-Pacific will not accept faxed, mailed or emailed requests** unless a provider seeks and is granted an exemption from the Montana DPHHS.

[Mountain-Pacific has developed a dedicated webpage \(https://www.mpqhf.org/corporate/medicaid-portal-home/\)](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.

Remember to register for one of the above December trainings, where you will get the opportunity to ask any questions you Also, be on the lookout for information about the provider portal trainings coming later in December!

Contact Information

[Jackie Jandt, Medicaid Reform Initiative Specialist, AMDD, email jjandt@mt.gov](mailto:jjandt@mt.gov) or
telephone (406) 444-4926

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

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