



MONTANA HEALTHCARE PROGRAMS NOTICE

August 7, 2020

Inpatient Hospital, Outpatient Hospital, CAH, Physicians, and Mid-Level Providers

Effective August 10, 2020

REVISED

Physician Administered Drug (PAD) Prior Authorization Requests

Mountain-Pacific Quality Health, in partnership with Telligen, will be providing the utilization management and review of Physician Administered Drug (PAD) services covered through the Montana Healthcare Programs provided by the Montana Department of Public Health and Human Services (DPHHS). The implementation is scheduled to begin August 10, 2020.

Prior authorization requests for PAD services will be processed through Telligen's industry-leading technology platform, called Qualitrac. Telligen offers a secure, HIPAA-compliant portal so providers can submit prior authorization requests, supply clinical documentation to support requested services, and receive determinations. Through this partnership, Mountain-Pacific can combine their extensive clinical and utilization review experience with Telligen's technical expertise to implement significant innovations and process efficiencies.

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 (determination notifications are emailed to requesters)
 - Retrieve history of previous requests, determinations, and prior authorization numbers
- Two-way, secure data exchange between Mountain-Pacific and the requesting provider
- Efficiencies, time saved, and reduced number of telephone calls

Implementation:

- Implementation is on track for August 10, 2020.
- Registration for the portal is now open. [Go to https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-document-library/](https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-document-library/) to access instructions and to print and complete the registration forms.
- Mountain-Pacific will not accept faxed, mailed, or emailed requests unless a provider seeks and is granted an exemption from the Montana DPHHS.

Provider Training:

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

- WebEx provider training sessions will be scheduled on the following dates:
 - [Friday, July 24, 2020, 1:00-2:00 pm MT:](https://mpqhf.zoom.us/webinar/register/WN_nj_R-T4wR32n8oUXJVQuVg)
 - [Wednesday, July 29, 2020, 1:00-2:00 pm MT:](https://mpqhf.zoom.us/webinar/register/WN_js5mqvC1TpWYOucibJxC2w)

- [Thursday, July 30, 2020, 1:00-2:00 pm MT:
https://mpqhf.zoom.us/webinar/register/WN_qytPfUwaTbm0rhJFMHi6Bw](https://mpqhf.zoom.us/webinar/register/WN_qytPfUwaTbm0rhJFMHi6Bw)
- Training sessions will be recorded and available to view on demand.

If you have any questions, [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 for your convenience.

Contact Information

Mountain-Pacific Quality Health at (800) 219-7035

[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)

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