



MONTANA HEALTHCARE PROGRAMS NOTICE

November 16, 2020

Durable Medical Equipment (DME), Early and Periodic Screening, Diagnostic and Treatment (EPSDT), IHS/Tribal 638, Physician, and Mid-Level Providers

Effective Immediately

Prior Authorizations Through the Qualitrac Web Portal for DME and DME EPSDT

This notice is to inform providers that prior authorization (PA) responses will appear differently than before. Requests for PAs are reviewed and authorized by Mountain-Pacific Quality Health through the Qualitrac Web Portal. Previously, an authorization with an approved status in the Qualitrac Web Portal would show the reimbursement amount that has been authorized. Effective immediately, there will no longer be a reimbursement amount present on the PA unless the fee schedule indicates “MSRP”. If a fee is listed on the Department’s fee schedule, providers will be reimbursed at the rate posted on the Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Fee Schedule. In accordance with the Montana Healthcare Programs Enrollment Agreement, providers must be familiar with the [DMEPOS Fee Schedule](#).

EPSDT

If your request is for a non-covered DME item or an item that has a payment method listed as Manufacturer’s Suggested Retail Price (MSRP) on the DMEPOS Fee Schedule and your request has been approved under the medical necessity requirement of the EPSDT benefit, you will continue to see an approved reimbursement amount on the PA in the Qualitrac Web Portal. The EPSDT benefit is for members under the age of 21 only.

Important: When submitting a request for EPSDT, providers must select the EPSDT check box in the Qualitrac Web Portal.

Claims Denials

467 denial reason: This exception will post when the claim data does not match the information on the PA record. If your claim data does not match the PA record, please contact Mountain-Pacific Quality Health at (800) 219-7035 to have the PA record changed or updated.

All other inquiries regarding other claim denial reasons must go through Provider Relations at (800) 624-3958.

Contact Information

[Aleasha Horn, DME Program Officer, email ahorn@mt.gov](mailto:ahorn@mt.gov) or telephone (406) 444-4518

[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)