



MONTANA HEALTHCARE PROGRAMS NOTICE

September 10, 2020

Hearing Aid Providers

Effective October 1, 2020

HMK-CHIP Hearing Aid Claims Administration Change

Effective October 1, 2020, the administration of the HMK-CHIP hearing aid benefit will move from Blue Cross Blue Shield of Montana (BCBSMT) to Conduent and the Department of Public Health and Human Services (DPHHS). HMK-CHIP hearing aid services will be administered in the same manner as Medicaid.

BCBSMT will process claims for HMK-CHIP hearing aid services with a date of service on or prior to September 30, 2020.

HMK-CHIP hearing aid claims with a date of service on or after October 1, 2020, must be submitted to Conduent for processing. The Conduent claims submission address is: Claims Processing Unit, P.O. Box 8000, Helena, MT 59604. Provider inquiries regarding HMK-CHIP hearing aid claims and/or provider enrollment should be directed to Conduent Provider Relations at (800) 624-3958.

For HMK-CHIP hearing aid services with a date of service on or after October 1, 2020, prior authorization will be required. DPHHS will serve as the authorizer and reviewer of HMK-CHIP hearing aid services with dates of service on or after October 1, 2020.

Prior authorization requests may be submitted to DPHHS, Health Resources Division, Allied Health Services Bureau, P.O. Box 202951, Helena, MT 59620-2951, or faxed to (406) 444-1861. For questions regarding prior authorization of HMK-CHIP hearing aid services, contact DPHHS at (406) 444-4518.

Contact Information

[Aleasha Horn, DPHHS 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](tel:(800)624-3958) or email MTPRHelpdesk@conduent.com.

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