



MONTANA HEALTHCARE PROGRAMS NOTICE

January 28, 2021

All Providers

2021 Closure Dates – New!

Montana Healthcare Programs Support Services Holiday Closures

Please note the new 2021 holiday schedule and support availability.

Montana Healthcare Programs Support Services – **Provider Relations Call Center, Member Call Center, Claims, and Third Party Liability (TPL)** – will be **closed** on the 2021 holidays or their observed date listed below.

Holiday	Closed Date	Support Services
Martin Luther King Day	Monday, January 18	Closed
Memorial Day	Monday, May 31	Closed
Independence Day (Sunday)	Observed Monday, July 5	Closed
Labor Day	Monday, September 6	Closed
Thanksgiving Day	Thursday, November 25	Closed
Christmas Day (Saturday)	Observed Friday, December 24	Closed
New Year’s Day (Saturday)	Observed Friday, December 31, 2021	Closed

Automated **services will be available:**

- Provider Relations – (800) 624-3958
- IVR – (800) 714-0060
- FaxBack – (800) 714-0075
- [MATH Web Portal](#)
- [Provider Website](#)

Montana Healthcare Programs Support Services – Provider Relations Call Center, Member Call Center, Claims, and Third Party Liability (TPL) – will be open on the 2021 holidays listed below.

Holiday	Opened Date	Support Services
Inauguration Day	Wednesday, January 20	Open
Washington’s Birthday / President’s Day	Monday, February 15	Open
Columbus Day	Monday, October 11	Open
Veterans Day	Thursday, November 11	Open

Contact Information

[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)