



MONTANA HEALTHCARE PROGRAMS NOTICE

May 11, 2022

Ambulance, DME, Home Health Agency, Inpatient Hospital, Mid-Level, Outpatient Hospital, Physician, and Private Duty Nursing Providers

Effective April 1, 2019

REISSUED

Prior Authorization Qualitrac Portal

Mountain-Pacific Quality Health, the Department's utilization review contractor, is subcontracting its system support functionality for durable medical equipment, hospital, medical, surgical, private duty nursing, ambulance, and home health reviews to Telligen. Telligen is an Iowa-based company with extensive experience providing utilization management services for Medicaid agencies nationwide. Telligen offers a secure, HIPAA-compliant portal so providers can submit 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 portal Telligen include:

- 24/7 provider access to:
 - Submit new requests electronically - drag and drop as opposed to faxing or mailing documents
 - Electronically upload supporting documentation, i.e., medical records, letters, etc.
 - Review status of pending requests in real-time
 - Review determinations (notification of determinations 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 April 1, 2019.
- 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.
- WebEx provider training sessions will be scheduled for the last week in March 27th and 28th.
- Training sessions will be recorded and available to view on-demand.
- 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 Department of Public Health and Human Services.

[Mountain-Pacific is developing a dedicated webpage https://www.mpqhf.org/corporate/medicaid-portal-home/](https://www.mpqhf.org/corporate/medicaid-portal-home/) that will house provider education materials, user guides, PowerPoint presentations, provider registration packets and a link to access the portal.

Contact Information

Mountain Pacific Quality Health at (406) 443-0320 or (800) 219-7035