



MONTANA HEALTHCARE PROGRAMS NOTICE

May 26, 2022

Chemical Dependency/ Substance Use Disorder (SUD), Mental Health Center, and Psychiatrist Providers

Effective August 1, 2022

Resumption of Prior Authorizations and Continued Stay Reviews

Effective August 1, 2022, prior authorization (PA) and continued stay reviews (CSR) requirements for the behavioral health services listed below will resume:

- BHDD – Youth
 - Therapeutic Group Homes (youth)
- BHDD – Adult Mental Health
 - Behavioral Health Group Home (BHGH)
 - Tiered Program Assertive Community Treatment (PACT) includes all three tiers (InPACT, PACT, and CMP)
 - Montana Assertive Community Treatment (MACT)
 - Transcranial Magnetic Stimulation (TMS)
 - Crisis Stabilization Program
- BHDD – SUD
 - SUD Clinically Managed Low-Intensity Residential (ASAM 3.1)

Requirements for PA and CSR requirements for the services above are found in the following manuals:

- [AMDD Medicaid Services Provider Manual for SUD and Adult Mental Health, Effective April 1, 2021](#)
- [AMDD Non-Medicaid Services Provider Manual for SUD and Adult Mental Health, Effective July 1, 2020](#)
- [Children’s Mental Health Bureau Medicaid Services Provider Manual, Effective October 1, 2021](#)

Claim Submission Instructions

This service allows providers to span bill for multiple days. In order to avoid denied claims for services that are span billed, providers will need to submit separate claims as follows:

1. For services provided up to and including July 31, 2022, providers will be required to submit claims **without the PA number.**
2. For services provided on or after August 1, 2022, providers will be required to submit claims **with the PA number.**

Provider Trainings

There will be a series of trainings for those providers seeking PA/CSRs for the services listed above to help with the enrollment and use of the Qualitrac system. Individuals who will be seeking these approvals should attend the appropriate trainings.

- **Qualitrac Authorized Official Training**

This is an opportunity to learn about the Qualitrac Portal, how to get access and manage user accounts. This training is recommended for those at provider organizations who will have the administrator role to create and manage individual user accounts over time, particularly those who have either never used the Qualitrac portal or for those who haven't used it in a very long time.

Training Date: This is a prerecorded training for designated Qualitrac administrators to view.

Training link: [Medicaid Portal - Education & Training - Mountain-Pacific Quality Healthcare \(mpqhf.org\)](https://mpqhf.org). Please click on "Qualitrac Authorized Official Training"

- **Qualitrac Utilization Management Submissions for Adult Behavioral Health and all Substance Use Disorder Service Providers**

This training will review the steps in Qualitrac to submit a PA or CSR requests, as well as medical necessity definition information for the following previously suspended services: Behavioral Health Group Home (BHG); Crisis Stabilization Program; Montana Assertive Community Treatment (MACT); Tiered Program for Assertive Community Treatment (PACT) program including all three levels, InPACT, PACT, and CMP; Transcranial Magnetic Stimulation (TMS); and SUD Clinically Managed Low-Intensity Residential (ASAM 3.1). As a reminder the following services have utilization management requirements prior to August 1, and other training opportunities were previously provided: Acute Inpatient Hospital Out-Of-State; SUD Intensive Outpatient (IOP) Therapy (ASAM 2.1); SUD Clinically Managed High-Intensity Residential (ASAM 3.5); and SUD Medically Monitored Intensive Inpatient (ASAM 3.7).

Training Date Option 1: Tuesday, June 7, 2022, 3:00-4:00 pm MT

Registration link: https://mpqhf.zoom.us/webinar/register/WN_5d0yR1soTISwmt_2lCgG2g

Training Date Option 2: Thursday, June 23, 2022, 10:00-11:00 am MT

Registration link: https://mpqhf.zoom.us/webinar/register/WN_WqgoQc6jSyevTb0URzMySA

- **Qualitrac Utilization Management Submissions for CMHB Service Providers**

This training will review the steps in Qualitrac to submit a PA or CSR request, as well as medical necessity definition information for the previously suspended services, Therapeutic Group Home (TGH) reviews will be covered in this training (this will also cover Therapeutic Home Visit (THV) requests as well). As a reminder the following services have utilization management requirements prior to August 1, and other training opportunities were previously provided: Acute Inpatient Hospital Out-Of-State; Psychiatric Residential Treatment Facility (PRTF); and Psychiatric Residential Treatment Facility (PRTF) – Assessment.

Training Date Option 1: Thursday, June 9, 2022, 3:00-4:00 pm MT

Registration link: https://mpqhf.zoom.us/webinar/register/WN_WfaR2kO8Qhe1sOTnx0iOw

Training Date Option 2: Tuesday, June 21, 2022, 10:00-11:00 am MT

Registration link: https://mpqhf.zoom.us/webinar/register/WN_6dVTb8_OQeeyRRfauXWdwQ

To prepare for the resumption of PAs and CSRs, Mountain-Pacific Quality Health/Telligen staff will be contacting each facility in July to update the Qualitrac Portal to reflect current admissions and discharged individuals no longer in the facility. All individuals receiving services on or after August 1, 2022, must be entered in the Qualitrac System and received an approved PA for the provider to bill for services from August 1

forward. Admissions initiated prior to August 1, 2022, that will continue on or past August 1 must be entered into the Qualitrac system prior to August 1, 2022 and will receive a PA number without medical necessity review. If additional days are needed, a CSR request must be submitted through the Qualitrac portal and reviewed for medical necessity. Additional directions for CSR submission timelines can be found in the Montana Medicaid Provider Manuals referenced above.

Contact Information

If you need assistance with access to the Qualitrac Portal, PAs, or CSRs, please contact Mountain-Pacific Quality Health at (800) 219-7035.

If you have questions, please contact Jackie Jandt, Medicaid Reform Initiative Specialist, at (406) 444-9656 or jjandt@mt.gov.

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

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