



MONTANA HEALTHCARE PROGRAMS NOTICE

September 8, 2023

Big Sky Waiver, Community First Choice/Personal Assistance, DDP, Private Duty Nursing, and SDMI Providers

Effective September 8, 2023

Provider Rate Increases Individual Adjustments Submission Guidance

Please see below for adjustment guidance as a follow-up to the [Provider Rate Increases Individual Adjustment provider notice](#).

All providers should start submitting adjustments in small batches to avoid being placed in a credit balance as their adjustments are being processed. Expect longer processing times for claims that have prior authorizations.

Providers who bill their claims through the MPATH Provider Services Module should reference the presentation posted in the Claims Training Resources tab on the [Claims Information page of the Provider Information website](#). Update claim templates to reflect the correct rate prior to submitting an adjustment.

Providers submitting electronically with their own software or through a clearinghouse may review guidance under [Electronic Adjustment Instructions](#).

Paper adjustments require a completed [Individual Adjustment Request](#) form indicating a change in the billed amount. The form is available on the Forms page of the Provider Information website under the Forms G – L tab.

Contact and Website Information

If you have questions, please contact:

- Behavioral Health and Developmental Disabilities Division, (406) 444-3964
- Senior Long Term Care Division, (406) 444-4077
- Health Resources Division, (406) 444-4455

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](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.