



Montana Healthcare Programs Provider Notice

October 24, 2024

Reminder

Mental Health Centers

Family Contact Reminder for Home Support Services Providers

This provider notice serves to remind Mental Health Centers providing Home Support Services (HSS) of the requirements for family contact.

Per the Children's Mental Health Bureau Medicaid Services Provider Manual, HSS requires a minimum contact of two hours per week per family and includes bi-weekly (every other week) face-to-face contact with the family or caregiver.

Families that are unwilling or unable to participate in treatment and/or the services plan are ineligible to receive HSS. Providers who are unable to meet the family contact requirement for HSS may unbundle and select an appropriate procedure code to bill for services provided. When weekly service requirements are not met and services are unbundled, providers must document the reason the weekly service requirements were not met.

For more information on the requirements for HSS, please refer to the [Children's Mental Health Bureau Medicaid Services Provider Manual](#) and [Administrative Rules of Montana \(ARM\) 37.87 Subchapter 14](#).

Contact and Website Information

If you have questions, please contact Brittany Craig, Children's Mental Health Bureau Medicaid Program Officer, at (406) 444-6018 or email Brittany.Craig@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](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.

Visit the [Contact Us page](#) on the Provider Information website for additional DPHHS contact numbers.