



# Montana Healthcare Programs Provider Notice

June 18, 2024

**Effective June 10, 2024**

**Reminder**

**Durable Medical Equipment (DME), Early and Periodic Screening, Diagnostic and Treatment (EPSDT), Indian Health Service (IHS), Mid-Level, Physician, and Tribal 638 Providers**

## **Method for Submitting Durable Medical Equipment Prior Authorizations**

There has been a noticeable increase in prior authorization requests submitted directly to the Department of Public Health and Human Services (the Department).

Provider are reminded that all Durable Medical Equipment (DME) prior authorization requests are reviewed and authorized by Mountain Pacific through Qualitrac, the Mountain Pacific Medicaid provider portal.

As such, DME prior authorization requests submitted to the Department, including those submitted on the Request for Drug Prior Authorization Form are not accepted.

### **Contact and Website Information**

If you have questions, please contact DME Program Officer, Maggie Irby, at (406) 444-4518 or email [Margaret.Irby@mt.gov](mailto:Margaret.Irby@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.