



# Montana Healthcare Programs Provider Notice

## July 29, 2024

**Update**

**Big Sky Waiver, Chemical Dependency (Substance Use Disorder), Critical Access Hospital, Durable Medical Equipment, Home Health, Hospice, Hospital Inpatient, Hospital Outpatient, Mental Health Center, Mid-Level Practitioner, Nursing Facility, Personal Assistance/Community First Choice, Physician, Psychiatric Residential Treatment Facility, Severe Disabling Mental Illness Waiver, and Therapeutic Group Home Providers**

### **Prior Authorization Requirements When a Member Has Third Party Liability**

Providers must submit a prior authorization request to Mountain Pacific in accordance with Montana Medicaid rules, including services provided to Medicaid recipients with healthcare coverage through a liable third party.

It is important to note that a granted prior authorization is not a guarantee of payment. An authorization indicates that coverage criteria has been satisfied, but it does not bypass all other billing requirements.

#### **To request prior authorization for an item/service:**

- Submit prior authorization requests to Mountain Pacific, the Department's utilization review contractor, in the Qualitrac Portal, which can be accessed through the Mountain Pacific Medicaid Provider Portal.
- Include appropriate supporting documentation with the request.

### **Contact and Website Information**

For prior authorizations submissions, go to the [Mountain Pacific Provider Portal](#) or call the Mountain Pacific Call Center at (800) 219-7035.

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.

If you have questions and need program contact information, access the Department of Public Health and Human Services tab on the [Contact Us page](#) on the Provider Information website.