



# Montana Healthcare Programs Provider Notice

## March 12, 2024

### All Providers

### Valid Member ID and Eligibility Verification

Many claims are being submitted with invalid IDs for Medicaid members. Make sure you bill a valid member ID. It is preferable to bill with the Medicaid card ID.

In addition, many claims are being submitted for dates of service for which the member was not Medicaid eligible. Providers must check Medicaid eligibility **before** rendering services to confirm the member has Medicaid coverage for the dates of service.

Check member eligibility by calling Provider Relations at the telephone number below, by calling Integrated Voice Response (IVR) at (800) 714-0060, or accessing the [Montana Access to Health \(MATH\) web portal](#).

### Contact and Website Information

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.