



Montana Healthcare Programs Provider Notice

March 6, 2025

Reminder

Audiologist and Hearing Aid Dispenser Providers

Billing for Hearing Aid Dispenser Services – Appropriate Taxonomy and Required Modifiers

Montana Healthcare Programs has identified a noticeable increase in hearing aid dispenser claim denials for the reasons below:

- **Incorrect Rendering Provider Taxonomy**
 - Montana Healthcare Programs requires providers to enroll for each category of service provided. Therefore, even if a provider is an enrolled audiologist, to provide and be reimbursed for hearing aid services, they must also enroll as a hearing aid dispenser.
 - Providers are reminded to bill with the correct taxonomy associated with the service rendered and their enrollment record.
- **Missing Modifiers**
 - The HCPCS codes for monaural hearing aids require the use of modifiers to identify whether the aid is for the left (LT) or right (RT) ear. Use of the modifiers is mandatory for payment of monaural hearing aids.
 - Monaural hearing aids billed without the LT or RT modifier will be denied.

For further guidance refer to [Administrative Rules of Montana \(ARM\) 37.86.802 - Hearing Aid Services, Requirements, and Limitations](#) and the Audiology and Hearing Aid Services Manual.

Contact and Website Information

If you have questions, please contact Maggie Irby, Audiology and Hearing Aid Services Program Officer, at (406) 444-4518 or email 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.