



Montana Healthcare Programs Provider Notice

October 23, 2025

Reminder

Big Sky Waiver, Community First Choice, Developmental Disabilities Program, Home Health, Personal Assistance, Private Duty Nursing, and Severe Disabling Mental Illness Providers

How To Adjust Paid Electronic Visit Verification Claims

EVV providers use **the Claim Review menu option** in Mobile Caregiver+ to locate, review, and adjust paid and partially paid claims.

Only paid and partially paid claims can be adjusted. This process must occur in Mobile Caregiver+ to accurately keep the visit/claim details in sync. Adjustments outside of EVV will never go to EVV, therefore the visit/claim details won't update.

For step-by-step instructions on adjusting claims in Mobile Caregiver+, refer to the [Mobile Caregiver+ Claims Console User Guide](#), section **8.5 Adjusting Paid Claims**.

To adjust a paid or partially paid claim:

1. From the Main Menu, click **Claim Review**.
2. Click on the **Voids and Adjustments tab**.
3. From the **Voids and Adjustments tab**, click in the Payer field and select a Payer.
4. If you know the ICN, enter it in the ICN# field.
5. Click the blue Search button.
6. From the Search list, locate and click anywhere on the batch record that contains the claim you want to adjust.
7. Click on the Action icon (3 vertical dots), located to the right of the claim you want to adjust.
8. From the shortcut submenu, click Edit - Billable Time, Procedure Code/Modifiers, and/or Prior Auth. The solution will display the Edit - Billable Time, Procedure Code/Modifiers, and/or Prior Auth dialog box, which allows you to adjust one or more of the following:
 - Billable Start and the Billable End Times.
 - Billable Units and the Billable Amount.
 - Prior Authorization.
 - Procedure Code/Mod for the claim.

Note: The solution will also display the Edit - Billable Time, Procedure Code/Modifiers, and/or Prior Auth dialog box if you click on the edit icon (pencil), for the Procedure Codes/Mods, Manual Override PA, Billable Service Start and/or the Billable Service End fields.

Contact and Website Information

If you have any questions, please contact Netsmart Support at (833) 483-5587.

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.