



Montana Healthcare Programs Provider Notice

March 31, 2025

Important

All Providers

Payment To Be Suspended for Providers Without Current Financial Information

It has been more than a decade since all Montana Healthcare Programs providers were required to enroll in electronic funds transfer (EFT). Provider responsibility does not end once they have enrolled. Providers must ensure the information on their provider record remains up to date.

Some changes occur that are outside control of the provider. For example, their financial institution has been sold, and the associated routing numbers have changed. When banking information changes, providers must update their account information.

Previously, if the account information on the provider record was not valid, Montana Healthcare Programs would issue paper checks until the EFT information was updated.

Montana Healthcare Programs no longer issues paper checks for providers whose financial record is not maintained. Instead, payments are held, and providers will not be paid until their record is updated.

When your financial information changes, you must complete and sign the [Electronic Funds Transfer \(EFT\) Authorization Agreement](#) form to begin the update process. The form can either be uploaded while submitting an update in the Provider Services Portal or the form can be mailed to the address on the form after the update has been submitted in the Provider Services Portal.

Providers can find enrollment resources under the Enrollment Support Information on the [Provider Enrollment page](#) of the Provider Information website. Providers may also find it useful to attend a monthly provider enrollment training, which is held on the second Wednesday of every month. See the [Training page](#) to enroll.

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.