



Montana Healthcare Programs Provider Notice

October 30, 2025

Informational

All Providers

Training Resources on the Medicaid Provider Site

Is there training to help me submit claims successfully and as smoothly as possible? In a word, yes. When it comes to training, there is an abundance of riches. The [Montana Medicaid Provider](#) website is your best place to prospect for that valuable training. In fact, the site contains seven sources, starting with the home page.

Home Page

The home page has valuable nuggets of information. Some of those nuggets are training resources. Keep checking in on the site for new notices. Also, scroll down the page to check for previous training bits you may have missed at first.

Along with that, there is the Online Training Available section near the bottom of the page. There you will find information about several goodies. For example, there is the monthly provider enrollment training by a provider relations professional.

Training and Events

The provider site contains a page just for training opportunities. To find it, click on the Site Index menu item in the green menu on the left of each page on the site. The pages listed under Site Index are ordered A to Z. Scroll to [Training and Events](#) near the bottom of the list. In addition to the courses from the Online Training Available section of the home page, you will find a [Register for Training](#) button for those training sessions.

Below the button, you will find a wealth of valuable training resources tucked into several 'accordion' dropdown lists. You will find assets from events going back nearly four years. There are also items about the provider services portals and more.

Claim Instructions

Are you having trouble finding your way around filing claims? This page serves as a central hub for claims support. It has a bevy of aids. There is a link to the free provider services portal (MPATH), instructions on filing claims electronically and sample CMS-1500 and UB-4 claim forms and instructions.

There is also a link to stay in the loop about the new, updated claims system coming in 2027.

Resources by Provider Type

Get to this page via the left-hand menu. It is home to a list of all the provider types. Each provider type page has general and provider-specific information. The Provider Manuals drop-down has two or more manuals. The first is the [General Information for Providers](#) manual. It is common to all the types. The ones that follow will be for your provider type.

Two more dropdowns contain training materials: Provider Notices and Other Resources. The provider notices are usually one topic updates. They have general information and go out as needed. Our archives include materials from the past three years.

The Other Resources drop-down holds the [SURS Provider Internal Self-Review Protocol](#). That document guides providers that need to refund monies to Montana Medicaid. The other dropdowns vary by provider type. Take some time to look through those for your provider type.

Claim Jumper

The Claim Jumper is the Montana Healthcare Programs monthly newsletter for providers. Some articles alert you to trainings on offer. You can sign up for the newsletter from the provider website. Click on the [Subscribe to Claim Jumper](#) menu item. Fill out the form. You will get the next issue in your email inbox.

You can also read older issues. From any web page, click Site Index then Claim Jumper Newsletters. Old issues go back as much as four years. Click on the year you want. That reveals each issue and its article titles. Click on the volume and issue number to open it.

Provider Enrollment

Do you need help enrolling as a provider? You need the training tools in the Enrollment Training Materials and User Guides drop-down. All the dropdowns have useful forms, FAQs and guides. Be sure to look through the October 2024 Revalidation Guide.

Search

If all else fails, try the search box in the upper right corner of the page. Like all search engines, it may take a few tries and some digging to find gold.

Contact and Website Information

If you have questions about training opportunities or to make requests, please contact the training team at MT.Trainers@conduent.com.

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.