



Montana Healthcare Programs Provider Notice

October 13, 2026

All Medicaid-Enrolled Providers

CMS-Directed Off-Cycle Revalidation for Targeted Moderate- and High-Risk Providers

The Centers for Medicare & Medicaid Services (CMS) has directed state Medicaid agencies to strengthen provider enrollment integrity and revalidation practices. In response, the Department of Public Health and Human Services (DPHHS) is launching a two-year provider revalidation plan that includes off-cycle revalidations for moderate and high-risk providers.

This initiative verifies that provider enrollment records remain complete, accurate, and up to date while ensuring federal screening requirements are met. Revalidations will roll out in structured phases; not all providers will be contacted at the same time.

If you receive an individual off-cycle revalidation notice, you must complete it by the stated due date—even if you completed a revalidation within the last 1–2 years.

What to Expect

- Selected providers will receive automated 90-, 60-, and 30-day advance notices prior to their specific deadline.
- This initiative focuses on moderate- and high-risk provider types, non-NPI enrolled providers, and high-vulnerability service categories. Providers may also be selected based on claims activity, data validation results, or audit findings.
- Being selected for off-cycle revalidation is a routine program-integrity measure and does not imply fraud, waste, abuse, or improper billing.
- Screening activities, depending on your provider type and risk category, may require updated documentation, data reconciliation against federal sources (such as PECOS), unannounced site visits conducted by the Department's contracted designee, or fingerprint-based criminal background checks.

Provider Revalidation Activities

Please prepare your account now to prevent delays or administrative disruptions:

1. **Verify Contact Details:** Log into the [Provider Services Portal](#) to ensure your mailing address, physical practice locations, email addresses, and contact phone numbers are 100% accurate.
2. **Update Core Information:** Ensure licenses, certifications, ownership disclosures, and managing-control information are current.
3. **Check Portal Permissions:** Confirm that staff members responsible for provider enrollment have active access to the Provider Services Portal.
4. **Monitor Correspondence:** Regularly check the **Correspondence History** section within the Provider Services Portal and review updates on the Montana Healthcare Programs Provider Information website.
5. **Act Soon:** Please submit all requested documentation upon receiving your official notice.

Maintaining accurate, current enrollment records is a condition of Medicaid participation. Failure to complete your revalidation by the deadline in your notice will result in payment suspension and potential termination of your Medicaid enrollment.

Resources & Assistance

- **Web Resources:** Guidance documents and training materials are available on the [Montana Healthcare Programs Provider Information Website](#) (Select **Resources by Provider Type** from the left navigation menu).
- **Revalidation & Portal Technical Help:** Contact Montana Provider Relations at MTPRHelpdesk@Conduent.com or call **(800) 624-3958** (Select Option 7 for Provider, then follow prompts for Revalidation).
- **General Claims & Enrollment Questions:** Call Montana Provider Relations at **(800) 624-3958** or **(406) 442-1837**.

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.