



Montana Healthcare Programs Provider Notice

March 13, 2026

Reminder

DME and Pharmacy Providers

Billing Guidance for Incontinence Supplies

There has been a noticeable increase in denied incontinence claims. To avoid denials, follow these billing guidelines:

1. Use Correct T codes:
 - For Montana Medicaid, incontinence supplies must be billed using the appropriate T codes.
 - The covered T codes are listed on the DMEPOS fee schedule and may not be substituted.
2. Gloves:
 - Sterile and non-sterile gloves are considered incontinent supplies.
 - Gloves must be billed on separate claims from T codes.
3. Attach Documentation:
 - An Explanation of Benefits (EOB) or blanket denial must be attached when applicable.
4. Multiple Providers:
 - Members may be receiving incontinence supplies from multiple providers. We recommend communicating with the members to identify any overlap. When a member sees multiple providers, there is a high risk that claims will be denied for exceeding monthly unit limits.
 - If a member needs to exceed the quantity allowed, the provider must request prior authorization.
5. Quantity Limits:
 - Briefs, diapers, and pull-ups share the same quantity limit. Refer to the DMEPOS provider manual for established limits.

Claim Submission Requirements

- Providers can submit all incontinence supply claims electronically or on paper.
 - Providers can refer to the Claims Information page on the Provider Information website for claim submission instructions.
- The Department of Public Health and Human Services (DPHHS) will not special process these claims.
- Paper claims sent directly to DPHHS will be processed as standard claims.

Contact and Website Information

If you have questions, please contact Maggie Irby, Durable Medical Equipment 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.