



Montana Healthcare Programs Provider Notice

February 27, 2026

Announcement

Nursing Home Facilities PT 26

Increase in Nursing Home Claim Denials

The Department has noted an increase in Nursing Home claim denials due to Nursing Home Span eligibility not being received within 14 days of claim submission receipt. DPHHS has increased the claim suspense days from 14 to 21 to allow correct information to be received instead of requiring providers to resubmit claims. Please see the “Resolving Member Eligibility Problems” section of the Nursing Facility and Swing Bed Manual for more information.

When a claim is denied because the member is not eligible for Medicaid, providers should contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email the Montana Provider Relations Helpdesk. If Provider Relations shows the member is not Medicaid-eligible, providers should contact the local county Office of Public Assistance (OPA) for nursing home spans of less than 30 days. If the nursing home span is 30 days or longer, contact the OPA Long Term Care Unit at (888) 706-1535.

As always, we sincerely appreciate the partnership, services offered and diligence of our Montana Medicaid Providers.

Contact and Website Information

If you have questions, please contact a Nursing Home Program Officer, SLTC/DPHHS, at (406) 444-4077.

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.