



Montana Healthcare Programs Provider Notice

08/14/2026

Informational

Dentist, Denturist, Oral Surgeon Providers

Unclaimed Dentures and Member Financial Liability

Under Montana Medicaid billing policy, the date of service for dentures is defined as the date of final delivery/pickup by the member, not the date impressions are taken.

- Because dentures are not considered a covered Medicaid benefit until they are physically delivered to and received by the member, Medicaid cannot be billed for completed dentures that remain uncollected.
- If a member fails to return to pick up their custom dentures, the claim cannot be submitted to Montana Medicaid.

Member Financial Responsibility Requirements

Providers may hold a member financially liable for the costs associated with abandoned or uncollected dentures only if a valid Advance Beneficiary Notice (ABN) was fully executed prior to initiating treatment.

To establish financial liability, the following criteria must be met:

1. **Pre-Service Execution:** A signed, dated ABN must be obtained from the member prior to taking the initial impressions.
2. **Clear Disclosure:** The signed document must clearly state to the member that denture delivery is required for Medicaid coverage, and that the member assumes direct financial responsibility for the laboratory and fabrication costs if they abandon treatment or fail to pick up the final product.
3. **Absence of a Valid ABN:** If a signed ABN was not obtained prior to taking impressions, the provider may not bill the member or initiate collection actions for the abandoned dentures.

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Contact and Website Information

If you have questions, please contact Lynea Linz, Dental Program Officer, at (406) 444-3182 or email HHSMedicaidDental@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.