



# Montana Healthcare Programs Provider Notice

## January 8, 2024

### All Providers

## Electronic Claim Adjustment Processing Change

As of December 14, 2023, electronic claim adjustments will no longer withhold money from the provider until the adjustment is finalized.

The takeback will be held until the adjusted claim is ready to be paid or denied. At that time both claims will be released. This will help prevent providers from being placed in a credit balance (money withheld from the provider) while a claim is being adjusted. Electronic adjustments now process through the claims system similar to other adjustments such as paper or mass adjustments.

### 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.