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Provider Services Portal News

Schools and the MPATH Provider Services Portal

MPATH Provider Services Portal is excited to introduce a new way to add, update, and manage IEP and CSCT programs, including Teams.

With the introduction of the MPATH Provider Services Portal, the CSCT Contractor/Team Change Form is no longer accepted as the method to update your enrollment information.

The link to the CSCT form has been temporarily replaced with instructions on logging into the MPATH Provider Services Portal.

*Submitted by Denise Juvik
MPATH Providers Services Project Manager
DPHHS*

Provider Services Portal Versus Fax and Mail

Historically, providers have only been able to send file update requests and documentation to Montana Healthcare Programs via mail or fax. The new Provider Services Portal eliminates the need for these outdated processes.

The Provider Services Portal is a great tool that enables providers to control the information on their file. Providers are able to submit updates to their provider file, upload the documentation, and track the progress of their update request online. This feature of the Provider Services Portal speeds up the processing time of provider file update requests.

Additional information on updating provider files can be found in the Provider File Updates tab on the [Enrollment page](#) of the Provider Information Website.

With the Provider Services Portal, Montana Healthcare Programs is updating to paperless and moving away from faxed and mailed file update requests. Please help us reach our goal by registering for the Provider Services Portal. Thank you for all you do for our Montana Healthcare Programs Members.

*Submitted by Provider Relations
Conduent*

Recent Website Posts

Below is a list of recently published Montana Healthcare Programs information and updates available on the [Provider Information Website](#).

PROVIDER NOTICES		
Date Posted	Provider Types	Provider Notice Title
08/22/2022	Community First Choice and Personal Assistance Services	Supporting Documentation Record Request for Mountain-Pacific Quality Health (MPQH) Annual Authorization
09/01/2022	ASC, CAH, FQHC, Hospital Outpatient, Mid-Level Practitioner, Public Health Clinic, Physician, and RHC	Sterilization Consent Form MA-38 to be Discontinued
09/13/2022	IHS and Tribal 638	New Medicaid Reimbursement Opportunity for SUD and Mental Health
FEE SCHEDULES		
October 2021		
October 2021 OPPS Fee Schedule REVISED		
October 2021 Hospice Compliant Fee Schedule FY 2022		
October 2021 Hospice Non-Compliant Fee Schedule FY 2022		
January 2022		
January 2022 OPPS Fee Schedule REVISED		
April 2022		
April 2022 OPPS Fee Schedule REVISED		
July 2022		
July 2022 Physician Fee Schedule REVISED		
July 2022 Mid-Level Practitioner Fee Schedule REVISED		
July 2022 Psychiatrist Fee Schedule REVISED		
July 2022 Public Health Services Fee Schedule REVISED		
July 2022 Optometric Fee Schedule REVISED		
July 2022 Oral Surgeon Fee Schedule REVISED		
July 2022 Podiatry Fee Schedule REVISED		
July 2022 APC Fee Schedule		
July 2022 OPPS Fee Schedule REVISED		
July 2022 Elderly and Physically Disabled – Big Sky Waiver Fee Schedule and Cover Sheet REVISED		
September 2022		
September 2022 IHS and Tribal 638 Fee Schedule		
ADDITIONAL DOCUMENTS POSTED		
<ul style="list-style-type: none"> • IHS Tribal Training Agenda August 2022 • DME IHS Training Presentation • August 2022 CSCT Training Presentation • September 2022 DURB Agenda 		

Top 15 Claim Denials

Claim Denial Reason	August 2022	July 2022
PA MISSING OR INVALID	1	2
MISSING/INVALID INFORMATION	2	1
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	4
RECIPIENT COVERED BY PART B	5	6
PROC. CODE NOT COVERED	6	5
RECIPIENT NOT ELIGIBLE DOS	7	10
PROVIDER TYPE/PROCEDURE MISMATCH	8	12
PROC. CODE NOT ALLOWED	9	7
CLAIM INDICATES TPL	10	11
DEPRIVATION CODE RESTRICTED	11	8
SUBMIT BILL TO OTHER PROCESSOR OR PRIMARY PAYER	12	16
NCCI MORE THAN ONE E&M PER DOS	13	23
CLAIM/PA DATA DOES NOT MATCH	14	13
RECIPIENT HAS TPL	15	24

Thank you
for the care and support of Montana Healthcare
Programs members that you provide.
Your work is appreciated!

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
MTPRHelpdesk@conduent.com

P.O. Box 4936
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 or (888) 772-2341
Fax

Provider Enrollment

Enrollment Email:
MTErollment@conduent.com
P. O. Box 89
Great Falls, MT 59403

Conduent EDI Solutions

<https://edisolutionsmmis.portal.conduent.com/gcro/>

Third Party Liability

Email: MTTPL@conduent.com
P.O. Box 5838
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 443-1365 Helena
(406) 442-0357 Fax

Claims Processing

P.O. Box 8000
Helena, MT 59604

EFT and ERA

Attach completed form online to your updated enrollment or mail completed form to Provider Services.
P.O. Box 89
Great Falls, MT 59403

Verify Member Eligibility

FaxBack (800) 714-0075
Voice Response (800) 714-0060

Pharmacy POS Help Desk

(800) 365-4944

Passport

(406) 457-9542

PERM Contact Information

Email: HeatherSmith@mt.gov
(406) 444-4171

Prior Authorization

OOS Acute & Behavioral Health Hospital, Transplant, Rehab, PDN, DMEPOS/Medical, & Behavioral Health Reviews
(406) 443-0320 (Helena) or
(800) 219-7035 (Toll-Free)