



Claim Jumper

Montana Healthcare Programs Claim Jumper

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Upcoming Training

Provider Enrollment sessions held the second Wednesday of every month.

General Resources
September 3, 2025

ORP Enrollment Training
September 4, 2025
September 8, 2025
September 11, 2025
September 16, 2025
September 24, 2025

CMHD Training
September 18, 2025

Billing 101
September 24, 2025

Register Now

SURS Revelations

Keeping Up With Demographic Information

Keeping Montana Medicaid updated with the current demographic information for your practice is imperative to ensure proper payments and delivery of important program notices and information. When providers enroll with Montana Healthcare Programs, they sign an agreement which states they will keep their file current, including notifying Montana Medicaid of a change in any enrollment information within 30 days of the change. Providers use the [Provider Services Portal](#) to update and maintain their enrollment record.

These changes can include but are not limited to physical address, mailing address, phone number, or electronic funds transfer (EFT) information. These changes can be updated; however, a new tax identification number requires a provider to reenroll under that new tax identification number.

Please note, providers should enroll appropriately based on licensing and services provided to avoid potential claim payment issues in the future.

Additional information can be found on the [Montana Healthcare Programs Provider Information](#) website.

Remember: **“If it isn’t documented the service can’t be substantiated!”**

*Submitted by Jaymie Larsen
Program Integrity Compliance Specialist
Program Compliance Bureau
Office of Inspector General
DPHHS*

Provider Engagement – Big Sky Waiver Members Who Are Children

Did you know children can be Big Sky Waiver (BSW) members?

There are several programs available to children with disabilities in Montana including BSW, Montana Milestones/Part C, Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services, and Pediatric Complex Care Assistant (PCCA) services.

Montana Milestones/Part C is an early intervention program that supports children from birth to age 3 who have significant developmental delays or disabilities or have been diagnosed with a condition that causes significant delays in development.

Children receiving Part C Early Intervention or Family Education and Support services, which serve children ages 3 to 16 with qualifying developmental delays and disabilities by providing family training and service coordination, may be considered eligible for BSW.

EPSDT is a Medicaid benefit for children under 21 years old that offers preventative, dental, and mental health care, and a variety of specialty services. Children are automatically eligible for EPSDT if they are enrolled in Medicaid via a categorically needy pathway. Montana is paving the way with PCCA services, which allow trained family caregivers (parents, guardians, relatives, and foster parents) to provide in-home care as directed by a physician for children with complex medical needs.

BSW is proud to be on the list of programs making strides in early childhood intervention. While it is a common misconception that children cannot be BSW members, the waiver provides case management and applicable services to help children thrive in their homes and communities.

Children with physical disabilities may be eligible for BSW services. BSW eligibility criteria for children is established in the DPHHS [Big Sky Waiver Policy Manual, Policy 401 Eligibility For Services](#) and by the Level of Care Determination completed by Mountain Pacific.

A list of potential qualifying impairments used to determine eligibility for social security income is on the Social Security website [Disability Evaluation Under Social Security | Disability | SSA](#). Refer to the menu on the left for Childhood Listings (Part B).

Recently, BSW completed a study on children who are enrolled BSW members, asking families about their experiences accessing services for their children. Many BSW families reported that without services for their children, they may have lost their home or been unable to work. They also expressed that early intervention services have helped keep their children in their home and community and that BSW services prevented their children from being unnecessarily institutionalized.

(Continued on page 3)

To meet the needs of our Montana children we need your help. We would be delighted to have existing BSW providers expand their service offerings to include services for children. If you are already an enrolled BSW provider, please contact the provider enrollment specialist Craig Bender at (406) 438-1800 or via email at CBender2@mt.gov to ensure the necessary services are added to the provider charge file prior to billing. There may be additional licensing requirements that apply.

If you are not yet a BSW provider, we would be happy to have you join the team! To begin the enrollment process, access the Provider Services Portal. From the Home page of the [Montana Healthcare Programs Provider Information website](#), click the blue Provider Services Portal button near the top of the screen and follow the prompts.

*Submitted by Jess Milakovich
Big Sky Waiver Performance Improvement Specialist
Community Services Bureau
Senior and Long-Term Care
DPHHS*

Revalidation – How to Stay Compliant

Per [42 CFR 424.515 \[ecfr.gov\]](#) providers enrolled with Medicaid are required to revalidate their enrollment every five years.

If you don't complete a revalidation within the designated time frame you could have your payments suspended until the revalidation is completed and could even be subject to a repayment of the funds you received.

When it's time for your revalidation you should receive a letter indicating the steps and time frame allotted to complete your revalidation.

Please do not ignore the notices for revalidation.

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
8/28/2025	Nursing Facility	Turn Around Documents for Nursing Facility Billing
8/28/2025	Substance Use Disorders	Prior Authorization Required for ASAM Level 3.1 and Above

FEE SCHEDULES

- October 2024 OPPS Services Fee Schedule Revised

ADDITIONAL DOCUMENTS POSTED

- September 2025 DUR Agenda
- August 2025 Monthly Enrollment Training
- July 2025 Proposed OPPS Services Fee Schedule
- July 2025 Proposed Physician Services Fee Schedule
- August 2025 IHS Tribal Training Agenda
- Private Duty Nursing (PDN) Presentation
- PDL Changes Effective 08/28/2025
- August 2025 CSCT Medicaid Rules Training
- August 2025 Billing 101 Training
- August 2025 Preferred Drug List

Top 15 Claim Denials

Claim Denial Reason	July 2025	June 2025
RECIPIENT NOT ELIGIBLE DOS	1	1
PA MISSING OR INVALID	2	2
MISSING/INVALID INFORMATION	3	3
EXACT DUPLICATE	4	4
RECIPIENT COVERED BY PART B	5	5
INVALID CLIA CERTIFICATION	6	11
CLAIM INDICATES TPL	7	8
SUSPECT DUPLICATE	8	6
REV CODE INVALID FOR PROV TYPE	9	9
PROC. CONTROL CODE = NOT COVERED	10	12
CLAIM DATE PAST FILING LIMIT	11	13
PROC. FACT. CODE = NOT ALLOWED	12	14
PROVIDER TYPE/PROCEDURE MISMAT	13	7
RECIPIENT HAS TPL	14	15
SUSPECT DUPLICATE/CONFLICT	15	10

Fraud, Waste, and Abuse...OH MY!

Feel like fraud is happening and you don't know who to talk to?

Call the Montana Medicaid Fraud Control Unit (MFCU) Provider Fraud Hotline (800) 376-1115.

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

(800) 624-3958
Option 7 (Provider), Option 3 (Eligibility)

Pharmacy POS Help Desk

(800) 365-4944

Passport

(406) 457-9542

PERM Contact Information

Email: Amy.Kohl@mt.gov
(406) 444-9356

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)

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