



# MONTANA HEALTHCARE PROGRAMS NOTICE

November 24, 2020

## Outpatient Hospital, CAH, Physician, and Mid-Level Providers

**Effective August 10, 2020**

**REVISED**

### **Physician Administered Drug (PAD) Prior Authorization Requests**

Mountain-Pacific Quality Health (MPQH), in partnership with Telligen, will be providing the utilization management and review of Physician Administered Drug (PAD) services covered through the Montana Healthcare Programs provided by the Montana Department of Public Health and Human Services (DPHHS). The implementation is scheduled to begin August 10, 2020.

Prior authorization requests for PAD services will be processed through Telligen's industry-leading technology platform, called Qualitrac. Telligen offers a secure, HIPAA-compliant portal so providers can submit prior authorization requests, supply clinical documentation to support requested services, and receive determinations. Through this partnership, MPQH can combine their extensive clinical and utilization review experience with Telligen's technical expertise to implement significant innovations and process efficiencies.

**If you receive a denial for an outpatient or PAD review and believe it falls under the EPSDT definition of medical necessity, please submit an EPSDT form and documentation supporting medical necessity to:**

Attn: Medicaid Pharmacist  
Fax: (406) 444-1861

#### **Benefits of the Qualitrac provider portal include:**

- 24/7 provider access to:
  - Submit new requests electronically – drag and drop as opposed to faxing or mailing documents
  - Electronically upload supporting documentation, e.g., medical records, letters, etc.
  - Review status of pending requests in real-time
  - Review determinations (determination notifications are emailed to requesters)
  - Retrieve history of previous requests, determinations, and prior authorization numbers
- Two-way, secure data exchange between MPQH and the requesting provider
- Efficiencies, time saved, and reduced number of telephone calls

#### **Implementation:**

- Implementation is on track for August 10, 2020.
- Registration for the portal is now open. [Go to https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-document-library/ to access instructions and to print and complete the registration forms.](https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-document-library/)
- MPQH will not accept faxed, mailed, or emailed requests unless a provider seeks and is granted an exemption from the Montana DPHHS.

**Provider Training:**

Training for providers and staff who submit prior authorization requests for PAD services was offered July 24, July 29, and July 30, 2020.

Training presentations are available to view online at <https://www.mpqhf.org/corporate/medicaid-portal-home/medicaid-portal-education-training/>.

If you have any questions, [MPQH has developed a dedicated webpage \(https://www.mpqhf.org/corporate/medicaid-portal-home/\)](https://www.mpqhf.org/corporate/medicaid-portal-home/) that houses provider education materials, user guides, PowerPoint presentations, provider registration packets, and a link to access the Qualitrac provider portal for your convenience.

**Contact Information**

Mountain-Pacific Quality Health at (800) 219-7035

[For claims questions or additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email MTPRHelpdesk@conduent.com.](https://www.mpqhf.org/corporate/medicaid-portal-home/)

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)