



MONTANA HEALTHCARE PROGRAMS NOTICE

September 10, 2020

Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies (DMEPOS) Providers

Effective October 1, 2020

HMK-CHIP DMEPOS Claims Administration Change

Effective October 1, 2020, the administration of the HMK-CHIP durable medical equipment, prosthetics, orthotics, and medical supplies (DMEPOS) benefit will move from Blue Cross Blue Shield of Montana (BCBSMT) to Conduent and Mountain-Pacific Quality Health (MPQH). HMK-CHIP DMEPOS services will be administered in the same manner as Medicaid.

BCBSMT will process claims for HMK-CHIP DMEPOS services with a date of service on or prior to September 30, 2020.

HMK-CHIP DMEPOS claims with a date of service on or after October 1, 2020, must be submitted to Conduent for processing. The Conduent claims submission address is: Claims Processing Unit, P.O. Box 8000, Helena, MT 59604. Provider inquiries regarding HMK-CHIP DMEPOS claims and/or provider enrollment should be directed to Conduent Provider Relations at (800) 624-3958.

For HMK-CHIP DMEPOS services with a date of service on or after October 1, 2020, prior authorization may be required. Due to the COVID-19 emergency, most prior authorization requirements have been temporarily suspended. [Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov](https://medicaidprovider.mt.gov) for the most up-to-date information. For DMEPOS items/services requiring prior authorization, MPQH will serve as the authorizer and reviewer of HMK-CHIP DMEPOS services with dates of service on or after October 1, 2020.

[Prior authorization requests may be submitted through the MPQH Qualitrac portal at https://www.mpqhf.org/corporate/medicaid-portal-home/](https://www.mpqhf.org/corporate/medicaid-portal-home/). For questions regarding prior authorization of HMK-CHIP DMEPOS services, contact MPQH at (800) 219-7035.

Contact Information

[Michael Mahoney, HMK Contract Manager, email mmahoney2@mt.gov](mailto:mmahoney2@mt.gov) or telephone (406) 444-0904
[For claims questions or additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email MTPRHelpdesk@conduent.com.](tel:(800)624-3958)

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