



MONTANA HEALTHCARE PROGRAMS NOTICE

April 28, 2020

All Providers

Effective March 01, 2020

Temporary Suspension of the PCP Referral Requirement

Montana Healthcare Programs is continually working to improve safe access to Montana Medicaid services throughout the public health emergency. Therefore, effective March 01, 2020, Montana Healthcare Programs will temporarily suspend the primary care provider (PCP) referral requirements for all Montana Medicaid covered services. Montana Medicaid members enrolled in a primary care case management (PCCM) program will not be required to obtain a referral to receive services from a provider who is not their PCP. Montana Healthcare Programs' PCCM programs include Passport, Team Care, Patient Centered Medical Home (PCMH), and Comprehensive Primary Care Plus (CPC+).

This bulletin shall remain effective for the duration of the state of emergency declared via Executive Order No. 2-2020.

PCCM Program Requirements:

All remaining PCP requirements are still in effect in accordance with Administrative Rules of Montana (ARM 37.86.5101 -5120, ARM 37.86.5303, and ARM 37.86.5201 -5206), the Passport to Health and Team Care agreement, and PCMH and CPC+ contracts including:

- Accept enrollees in the order in which members are enrolled. Providers are automatically assigned Passport enrollees as long as they have openings and the enrollees meet the PCP defined restrictions.
- Develop an ongoing relationship with Passport members for the purpose of providing continuity of care.
- Provide primary care, preventive care, health maintenance, treatment of illness and injury, and coordination of member's access to medically necessary specialty care by providing referrals and follow-up.
- Work with the Tribal Health Improvement Program (THIP) care managers to coordinate care for active T-HIP members.
- Identify and refer members to the Team Care Program whose utilization of services is excessive and inappropriate, with respect to medical need.
- Provide an appropriate and confidential exchange of information among providers.
- Educate and assist members in finding services.
- Educate members about the appropriate use of office visits, the emergency department (ED), and urgent care clinics.
- Provide or arrange for Well Child checkups, EPSDT services, lead screenings, and immunizations.
- Maintain a unified patient medical record for each Passport enrollee. Providers must transfer a copy of the member's medical record to a new primary care provider if requested in writing and authorized by the member.
- Provide all documentation requested by the Department (or its designee). The Department may review provider records to assure appropriate, timely, reasonably priced, quality services are being provided to Montana Medicaid / HMK Plus members.
- May not discriminate against protected classes or in the enrollment/disenrollment of Passport

members.

- Provide or arrange for suitable coverage for needed services and consultation during normal business hours.
- Provide 24-hour availability of information for how to seek emergency services.
- Arrange for coverage for normal office hours during periods of absence.
- Offer interpreter services for all patients with limited English proficiency.

Member Enrollment:

- Montana Healthcare Programs will continue to attribute PCCM eligible members to a PCP and will continue to actively outreach members regarding program benefits.
- Members can still change their PCP by calling the Montana Medicaid /HMK Plus Member Help Line, mailing in a completed change request form or logging into the member portal. The change usually happens at the beginning of the next month depending on when the change is requested.
- Team Care members will still be required to receive their prescriptions from their lock in pharmacy.

Reimbursement:

- Providers enrolled in one of the primary care case management programs will continue to receive a monthly per member per month capitation for each attributed member on their caseload.
- If you are not the member's Passport provider, you do not need to include the Passport provider's Passport approval number on the claim.
- Claims submitted for payment with or without a referral number will not deny for missing or invalid Passport approval number.

Contact Information

Medical Home Program Officer - (406) 444-0991

[For claims questions or additional information, contact Montana Provider Relations at \(800\) 624-3958 or \(406\) 442-1837 or email \[MTPRHelpdesk@conduent.com\]\(mailto:MTPRHelpdesk@conduent.com\).](#)

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