



MONTANA HEALTHCARE PROGRAMS NOTICE

September 18, 2023

Ophthalmologist, Optician, and Optometric Providers

Effective October 1, 2023

Prior Authorizations

New Contact Lens and Eyeglass Review and Approval Process Through Qualitrac Portal

Effective October 1, 2023, contact lenses and eyeglasses requiring a prior authorization will be reviewed by Mountain-Pacific Quality Health (MPQH). Requests must be submitted electronically through the Qualitrac Portal. **Requests that are faxed, mailed, or phoned in will not be accepted.**

If you do not already have access to the Qualitrac Portal, please visit the [MPQH website Medicaid Portal Home Mountain-Pacific Quality Healthcare \(mpqhf.org\)](https://mpqh.org) and select Document Library to complete the registration online.

Supporting documentation of medical necessity is **required documentation** that must be included with the request for review.

For Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) reviews, the EPSDT Prior Authorization and Certificate of Medical Necessity form is required. This form can be found on the [Forms page of the Provider Information website](#). The Forms page link is under the Site Index drop-down on the Home page.

Providers are required to ensure forms are complete and all supporting documentation related to the request must be submitted along with the form(s) via the Qualitrac Portal. Incomplete requests cannot be reviewed.

For training on setting up Qualitrac accounts, please refer to the **May 2022 – Montana Medicaid: Qualitrac Authorized Official Training** located on the [MPQH website under the Education and Training tab](#). The slide deck and recorded training will walk you step-by-step through the process.

Once you have access to Qualitrac, please attend either of the 2 virtual training sessions for the Contact Lens and Eyeglass Prior Authorization Process:

- [Contact Lens/Eyeglass Prior Authorization Training via Zoom September 26, 2023, at 9 a.m.](#)
- [Contact Lens/Eyeglass Prior Authorization Training via Zoom September 28, 2023, at 3 p.m.](#)

The training will be recorded and available online the following week. Please refer to the MPQH website under the Education and Training tab.

Contact and Website Information

If you have questions, please contact Laurie Nelson, Optometric Program Officer, at (406) 444-4066 or email Laura.Nelson@mt.gov.

If you have questions regarding the [Qualitrac Portal](#), please contact the Mountain-Pacific Call Center at (800) 219-7035.

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

Visit the [Montana Healthcare Programs Provider Information website](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.