



MONTANA HEALTHCARE PROGRAMS NOTICE

June 16, 2023

Dental Hygienist, Dentist, Denturist, and Oral Surgeon Providers

Effective July 1, 2023

New Dental Prior Authorization Process Through Qualitrac Portal

Effective July 1, 2023, prior authorizations for dental, orthodontia and Early and Periodic Screening, Diagnostic and Treatment (EPSDT) requests 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 Qualitrac, please visit the [Medicaid Portal - Home - Mountain-Pacific Quality Healthcare](#) webpage and select Document Library to complete the Provider Portal Registration online.

The following must be included with the request for review:

- **Dental Services**
 - Completed ADA Dental Claim Form
 - Box 1 of this form should have the “Request for Predetermination/Preauthorization” option selected.
 - Images including but not limited to x-rays, panoramic photographs, or cephalometric photographs
- **Orthodontia**
 - Completed ADA Dental Claim Form
 - Box 1 of this form should have the “Request for Predetermination/Preauthorization” option selected.
 - Completed Orthodontia Prior Authorization Request Form
 - Images including but not limited to x-rays, panoramic photographs, or cephalometric photographs
- **EPSDT**
 - Completed ADA Dental Claim Form
 - Box 1 of this form should have the “Request for Predetermination/Preauthorization” option selected.
 - Completed EPSDT Prior Authorization and Certificate of Medical Necessity
 - Supporting documentation

The forms above are on the [Forms page of the Provider Information website](#). The Forms page link is under the Site Index drop-down on the Home page. These forms are in the Forms D – F section.

Providers are required to ensure the forms are complete, and all supporting documentation related to the request must be submitted along with the forms 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 webpage 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 Dental Prior Authorization Process:

- [Dental Prior Authorization Training via Zoom June 26, 2023, at 2 p.m.](#)
- [Dental Prior Authorization Training via Zoom June 29, 2023, at 10 a.m.](#)

The training will be recorded and available online the following week. Please refer to the [MPQH website Education and Training tab](#).

Contact and Website Information

If you have questions, please contact the Dental Program Officer, Lynea Linz, at (406) 444-3182 or email Lynea.Linz@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.