



Montana Healthcare Programs Provider Notice

October 24, 2023

Big Sky Waiver, DDP, and SDMI Providers

Provider Rate Increases Individual Adjustments Submission Guidance Updated

In the September 8, 2023 provider notice [Provider Rate Increases Individual Adjustments Submission Guidance](#), information was provided to assist providers with the adjustment process.

As we continue to monitor the progress, there are issues that need to be addressed.

1. Many of these claims have a service authorization tied to them. These claims are set to suspend to be manually reviewed. We are seeing a high volume of claims being submitted; it is impacting payment and suspense volume.

To mitigate this, Department of Public Health and Human Services (DPHHS) staff are going to force these claims through and reconcile the service authorizations after December 1, 2023.

Submit adjustments related to the July 1 date of service rate increase prior to December 1, 2023.

If you encounter a service authorization that is maxed out during this time, contact your program officer at the number below and they will connect with the appropriate resources to reconcile the record.

2. There are adjustments where the provider did not update the billed amount. **Verify that the adjustments and billing templates reflect the new rates.** Claims billed with the old rates sitting in suspense will need to be finalized (paid or denied) before attempting to adjust or resubmit with the corrected rates. Failure to follow this guidance will cause delays with processing and potential denials related to duplicate claim entries for a service.

Contact and Website Information

If you have questions, please contact:

- Behavioral Health and Developmental Disabilities Division, (406) 444-3964
- Senior Long Term Care Division, (406) 444-4077
- Health Resources Division, (406) 444-4455

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.

Visit the [Contact Us page](#) on the Provider Information website for additional DPHHS contact numbers.