



Montana Healthcare Programs Provider Notice

February 8, 2024

Effective January 1, 2024

Nursing Facility Providers

Complex Care Add-On Structure

Effective January 1, 2024, the current add-on structure has changed to a level-based structure for individuals with complex care needs. Each level outlines the criteria that needs to be met above the base level. New reimbursement rates have been established and will relate specifically to the appropriate level.

Rates are listed on the Medicaid Nursing Facility Add-On Application form, which can be found on the [Nursing Facility page of the Provider Information website](#) under the Nursing Facilities Forms tab.

Applications will continue to be submitted through Mountain Pacific Quality Health (MPQH). Refer to the Nursing Facility webpage for instructions and criteria for submitting the application to MPQH.

Current authorizations for add-ons will continue at the rate they were approved until they expire. Authorizations that were in effect as of January 1, 2024 forward can be re-evaluated for the appropriate level by submitting a new request to MPQH. For authorizations that were approved since January 2024, the authorization will only be dated back to the date it was originally authorized.

Re-evaluations must be submitted by March 15, 2024, to be authorized for the new rate.

Nursing Facility Medicaid Add-On Training will be held on February 9, 2024, from 10-11 a.m. Please have someone from your facility attend this training. The link and meeting information are below:

[Join the February 9 Nursing Facility Medicaid Add-On Training via Microsoft Teams.](#)

Meeting ID: 218 855 344 973

Passcode: UAWRwx

Contact and Website Information

If you have questions regarding this change, please contact Jenifer Thompson, Claims Specialist, at (406) 444-3997 or email Jenifer.Thompson@mt.gov.

For questions regarding add-ons and application reviews, call MPQH at (406) 443-0320 or (800) 219-7035. Applications can be completed on the [MPQH website](#).

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.