



Montana Healthcare Programs Provider Notice

October 18, 2024

All Providers

Electronic Adjustments Void or Void/Replace

In December 2021, Montana Healthcare Programs implemented a new feature for Providers to submit electronic adjustments through the MPATH Provider Services Portal and other electronic claims submission tools (e.g., clearinghouses). One of the top reasons for electronic adjustment rejections is the submission of the adjustment with incorrect values. Incorrect values that are frequently submitted are in areas where users can type in specific information (for example in the Original Reference Number field).

When submitting an electronic adjustment (void or void/replace) through the MPATH Provider Services Portal or other electronic claim submission tools, the only value users should enter in the Original Reference Number field is the 17-digit MMIS ICN (claim number) provided on the remittance advice or Optum claim inquiry.

Additionally, electronic adjustments should only be submitted for paid claims that have dates of payment 12 months or newer. Adjustments that have dates of payment older than 12 months should be submitted via the paper adjustment form. Adjustments should not be submitted via paper or electronically for claims with dates of payment older than 15 months.

The following **cannot** be adjusted electronically:

- Claims over 12 months from paid date
- Claims that have already been adjusted (use the ICN of the adjusted claim instead)
- Claims that are over lines (Split or Overflow claims)
- Encounter claims
- Pharmacy claims via 837
- Financial adjustments (also referred to as gross adjustment)
- Denied or in-process claims

Contact and Website Information

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.