



Montana Healthcare Programs Provider Notice

July 19, 2024

Informational

Psychiatric Residential Treatment Facility and Therapeutic Group Home Providers

New Personal Representative Option in the Qualitrac Portal

Effective July 9, 2024, State Custody/State Guardian is now an option in the Relationship drop-down in the Personal Representative panel in the Qualitrac portal, which can be accessed through the Mountain Pacific Medicaid Provider Portal.

Please select this option when submitting a prior authorization request for a youth who is in the custody of the State of Montana and the personal representative being entered is a state employee.

Contact and Website Information

For prior authorizations submissions, access the [Mountain Pacific Medicaid Provider Portal](#) or call the Mountain Pacific Call Center at (800) 219-7035.

If you have questions, please contact Brittany Craig, Children's Mental Health Medicaid Program Officer, at (406) 444-6018 or email Brittany.Craig@mt.gov.

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.