



Montana Healthcare Programs Provider Notice

July 9, 2025

Reminder

All Providers

Claim Adjustment Reminder

When submitting an adjustment either electronically or using the paper Individual Adjustment Request form with a corrected claim, ensure all provider (pay-to, billing, rendering, attending) information reflects any updates to the provider records since the initial submission. If updated provider information is not reflected, the adjustment could deny, reject electronically, or have other processing issues.

Please refer to the Electronic Adjustment Instructions tab on the Claim Instructions page of the [Montana Healthcare Programs website](#) for electronic claim adjustment instructions.

Limitations specific to electronic adjustments apply; claims that do not meet the criteria must be adjusted using the Individual Adjustment Request form available on the Forms page of the website.

The following claims cannot be adjusted electronically:

- Claims over 12 months from the 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 (known as a 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.