



Montana Healthcare Programs Provider Notice

October 30, 2025

Informational

All Providers

What Resources Are Available to Medicaid Providers?

Are there resources such as training and documentation to help me with Medicaid claims and related issues? In a word, yes. There is an embarrassment of riches. The [Montana Medicaid Provider](#) website is your best place to prospect for those valuable resources. In fact, they can be found in numerous place on the site, starting with the home page. Clicking the links in this notice will take you to each resource.

What does the [Home Page](#) have?

The home page has valuable nuggets of information. Keep checking in on the site for new notices. Also, scroll down the page to check for previous bits you may have missed at first.

Some recent profitable bits include:

- New Passport to Health Support Email Address.
- Revalidation List Updated.
- Provider Record NPI Updates.

Along with that, there is the “Online Training Available” section farther down the page. There you will find information about several goodies. For example:

- Provider Enrollment training.
- Billing 101.
- General Resources:
 - Completing individual adjustment requests.
 - Reading a remittance advice.
 - And more.

Click the link at the bottom that takes you to the registration page.

Are there other [Training and Events](#) I can take advantage of?

The provider site contains a page dedicated to training opportunities. To find it, click the Site Index item in the green menu on the left of each page to drill down to [Training and Events](#) near the bottom. (The pages are listed alphabetically.) There you will discover several training courses designed to help you avoid many of the Medicaid pitfalls you are likely to encounter.

Scroll down to find the [Register for Training](#) button for those sessions.

Below the button, you will find a small gold mine of training resources tucked into several 'accordion' dropdown lists. You will find assets from events going back nearly three years. There are also items about the provider services portal and more.

Do you have [Claim Instructions](#) to make completing them properly easier and faster?

Are you having trouble finding your way around filing claims? This page is paydirt for claims help. For example:

- guidance on remittance advices, like where to find them.
- a link to the free provider services portal (MPATH).
- Instructions on filing claims electronically.
- sample CMS-1500 and UB-4 claim forms and instructions.

There is also a link to stay in the loop about the new, updated claims system coming in 2027.

What does the [Resources by Provider Type](#) page have that is helpful?

Get to this page via the left-hand menu. It is home to a list of all the provider types. Each provider type page has general and provider-specific information. Click the one(s) that most closely matches your services. Each provider page has several 'accordion' dropdowns; clicking them reveals the caches within.

The *Provider Manuals* drop-down has two or more manuals. The first is the [General Information for Providers](#) manual. It is common to all the provider types. The ones that follow will be for your provider type. In the manual you can find answers to questions such as:

- "Where and when do I check eligibility?"
- "Where can I check the status of my claim?"

There may also be manuals specific to individual provider types.

More valuable dropdowns:

- *Fee Schedules*
 - Current fee schedules.
- *Provider notices:*
 - Usually one topic updates.
 - General information.
 - Go out as needed.
 - Go up to three years back.
- *Other Resources:*
 - *Internal self-review* instructions.

The *Other Resources* drop-down holds the [SURS Provider Internal Self-Review Protocol](#). That document guides providers that need to refund monies to Montana Medicaid. The other dropdowns vary by provider type. Take some time to dig into those for your provider type.

I have heard about the [Claim Jumper](#) newsletter. Where can I find that?

Here is where editions of the *Claim Jumper*, the Montana Healthcare Programs monthly newsletter for providers, are deposited. Each edition contains articles you will want to read because they inform you of changes, upcoming opportunities and other valuable bits.

You can sign up to receive the newsletter from the provider website. Click on the [Subscribe to Claim Jumper](#) menu item. Fill out the form. You should get the next issue in your email inbox as soon as it is published.

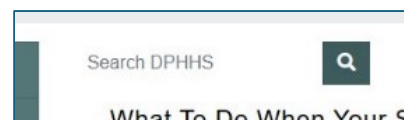
In the meantime, you can read previous issues. From any page on the site, click the Site Index menu item then *Claim Jumper* Newsletters. Old issues go back as far as three years. Click on the year you want. That reveals each issue and its article titles. Click on the volume and issue number to open it.

I need help with [Provider Enrollment](#). Where can I start?

You need the tools in the *Enrollment Training Materials and User Guides* drop-down. All the dropdowns have useful forms, FAQs and guides. Be sure to look through the October 2024 Revalidation Guide.

I couldn't find what I need. How can I [Search](#) for a topic?

If all else fails, try the Site Search text link between Home and Supplemental Payments in the upper right corner of the page. Then type your search terms into the "Search DPHHS" field near the magnifying lens icon. Like all search engines, it may take a few tries and some digging to find gold.



Contact and Website Information

If you have questions about training opportunities or to make requests, please contact the training team at MT.Trainers@conduent.com.

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.