



Montana Healthcare Programs Provider Notice

March 6, 2026

Reminder

Audiologist, Durable Medical Equipment (DME) Providers, Hearing Aid Providers

MSRP Reimbursement and Documentation Requirements

The Durable Medical Equipment (DME) fee schedule includes specific items whose fee is based on the Manufacturer's Suggested Retail Price (MSRP). In accordance with ARM 37.86.1807, the allowable fee is calculated at 75% of the provider's usual and customary charge.

Providers are reminded that while some items require supporting documentation to be provided with claim submission, others do not. For those services, providers should ensure their records contain sufficient documentation to support their submitted charges.

1. When is Supporting Documentation Required?

Documentation must be submitted with the claim if the item meets any of the following:

- If the item is billed under a miscellaneous, not otherwise classified (NOC), or unlisted code, or
- It requires prior authorization because the reimbursement amount exceeds \$1,000 (equivalent to an MSRP exceeding \$1,334).

If the item is billed under a specific HCPCS code and the reimbursement is less than \$1,000, supporting documentation is not required with claim submission, but the provider's records must include sufficient documentation to support billed charges.

2. Documentation Standards

To be considered valid, all supporting documentation must be clearly labeled by the manufacturer of supplier as "MSRP" or "invoice". Valid documentation must include:

- The name of the manufacturer or supplying company.
- A clear description and product number for each item being billed.
- A date within one year of the date of service.
- The HCPCS code that matches the claim.

Note: Providers cannot alter the invoice, though circling the specific item being billed is encouraged. Manufacturer quotes or estimates are acceptable if they meet the above requirements.

3. Invalid Supporting Documentation

Claims will be denied if the documentation provided is:

- Dated more than a year from the date of service.
- Unreadable, altered, or redacted.
- Includes only delivery tickets or physician order forms.
- Typed on the billing provider's letterhead without proof of pricing from the manufacturer.

4. General Reimbursement Reminders

- An MSRP invoice directly from the manufacturer is the preferred pricing documentation.
- If an MSRP is unavailable, providers may submit their usual and customary (U&C) charges, provided the amount does not exceed 50% of the provider's acquisition cost.

Contact and Website Information

If you have questions, please contact Maggie Irby, Durable Medical Equipment Program Officer, at (406) 444-4518 or email Margaret.Irby@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.