



Montana Healthcare Programs Provider Notice

July 29, 2024

Update

Big Sky Waiver, Chemical Dependency (Substance Use Disorder), Critical Access Hospital, Durable Medical Equipment, Home Health, Hospice, Hospital Inpatient, Hospital Outpatient, Mental Health Center, Mid-Level Practitioner, Nursing Facility, Personal Assistance/Community First Choice, Physician, Psychiatric Residential Treatment Facility, Severe Disabling Mental Illness Waiver, and Therapeutic Group Home Providers

Prior Authorization Requirements When a Member Has Third Party Liability

Providers must submit a prior authorization request to Mountain Pacific in accordance with Montana Medicaid rules, including services provided to Medicaid recipients with healthcare coverage through a liable third party.

It is important to note that a granted prior authorization is not a guarantee of payment. An authorization indicates that coverage criteria has been satisfied, but it does not bypass all other billing requirements.

To request prior authorization for an item/service:

- Submit prior authorization requests to Mountain Pacific, the Department's utilization review contractor, in the Qualitrac Portal, which can be accessed through the Mountain Pacific Medicaid Provider Portal.
- Include appropriate supporting documentation with the request.

Contact and Website Information

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

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.

If you have questions and need program contact information, access the Department of Public Health and Human Services tab on the [Contact Us page](#) on the Provider Information website.