



Hospice Care Services

*Medicaid and Other Medical
Assistance Programs*



January 2005

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My Medicaid Provider ID Number:

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Key Contacts

Hours for Key Contacts are 8:00 a.m. to 5:00 p.m. Monday through Friday (Mountain Time), unless otherwise stated. The phone numbers designated “In state” will not work outside Montana.

Provider Relations

For questions about eligibility, payments, denials, general claims questions, Medicaid or PASSPORT provider enrollment, address or phone number changes, or to request provider manuals or fee schedules:

(800) 624-3958 In state
(406) 442-1837 Out of state and Helena

Send written inquiries to:
Provider Relations Unit
P.O. Box 4936
Helena, MT 59604

Claims

Send paper claims to:
Claims Processing Unit
P. O. Box 8000
Helena, MT 59604

Client Eligibility

For client eligibility, see the *Client Eligibility and Responsibilities* chapter in the *General Information For Providers* manual.

Senior and Long Term Care

For hospice program information:
(406) 444-4064 Phone
(406) 444-7743 Fax

Send written inquiries to:
Senior and Long Term Care
P.O. Box 4210
Helena, MT 59604

Third Party Liability

For questions about private insurance, Medicare or other third-party liability:

(800) 624-3958 In state
(406) 443-1365 Out of state and Helena
(406) 442-0357 Fax

Send written inquiries to:
ACS Third Party Liability Unit
P. O. Box 5838
Helena, MT 59604

Provider's Policy Questions

For policy questions, contact the appropriate division of the Department of Public Health and Human Services; see the *Introduction* chapter in the *General Information For Providers* manual.

Technical Services Center

Providers who have questions or changes regarding electronic funds transfer should call the number below and ask for the Direct Deposit Manager.

(406) 444-9500

ACS EDI Gateway

For questions regarding electronic claims submissions:

(800) 987-6719 Phone
(850) 385-1705 Fax

ACS EDI Gateway Services
2324 Killearn Center Blvd.
Tallahassee, FL 32309

Secretary of State

The Secretary of State's office publishes the most current version of the Administrative Rules of Montana (ARM):

(406) 444-2055 Phone

Secretary of State
P.O. Box 202801
Helena, MT 59620-2801

Key Web Sites	
Web Address	Information Available
<p>Virtual Human Services Pavilion (VHSP) vhsp.dphhs.mt.gov</p>	<p>Select <i>Human Services</i> for the following information:</p> <ul style="list-style-type: none"> • Medicaid: Medicaid Eligibility & Payment System (MEPS). Eligibility and claims history information. • Senior and Long Term Care: Provider search, home/housing options, healthy living, government programs, publications, protective/legal services, financial planning. • DPHHS: Latest news and events, Mental Health Services Plan information, program information, office locations, divisions, resources, legal information, and links to other state and federal web sites. • Health Policy and Services Division: Children’s Health Insurance Plan (CHIP), Medicaid provider information such as manuals, newsletters, fee schedules, and enrollment information.
<p>Provider Information Website www.mtmedicaid.org or www.dphhs.mt.gov/hpsd/medicaid/medicaid2</p>	<ul style="list-style-type: none"> • Medicaid Information • Medicaid news • Provider manuals • Notices and manual replacement pages • Fee schedules • Remittance advice notices • Forms • Provider enrollment • Frequently asked questions (FAQs) • Upcoming events • Electronic billing information • Newsletters • Key contacts
<p>Medicaid Mental Health and Mental Health Services Plan www.dphhs.mt.gov/about_us/divisions/addictive_mental_disorders/services/public_mental_health_services.htm</p>	<p>Mental Health Services information for Medicaid and MHSP</p>
<p>Senior and Long Term Care http://www.dphhs.mt.gov/sltc/index.htm</p>	<ul style="list-style-type: none"> • Provider Search • Home/Housing Options • Healthy Living • Government Programs • Publications • Protective/Legal Services • Financial Planning
<p>ACS EDI Gateway www.acs-gcro.com/Medicaid_Account/Montana/montana.htm</p>	<p>ACS EDI Gateway is Montana’s HIPAA clearinghouse. Visit this website for more information on:</p> <ul style="list-style-type: none"> • Provider Services • EDI Support • Enrollment • Manuals • Software • Companion Guides
<p>Washington Publishing Company www.wpc-edi.com</p>	<ul style="list-style-type: none"> • EDI implementation guides • HIPAA implementation guides and other tools • EDI education

