

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

Contact Provider Relations for questions about Medicaid, MHSP, and CHIP eyeglass and dental payments and denials, eligibility, general claims questions, and Medicaid enrollment:

(800) 624-3958 In- and out-of-state
(406) 442-1837 Helena
(406) 442-4402 Fax

Send written inquiries to:

Provider Relations Unit
P.O. Box 4936
Helena, MT 59604

Send e-mail inquiries to:

MTPRHelpdesk@ACS-inc.com

For PASSPORT enrollment or caseload questions:

(800) 362-8312

Send PASSPORT correspondence to:

PASSPORT To Health
P.O. Box 254
Helena, MT 59624

Claims

Send paper claims to:

Claims Processing Unit
P. O. Box 8000
Helena, MT 59604

PASSPORT Client Information

Clients who have general Medicaid questions may call the **Montana Medicaid Help Line** or write to:

(800) 362-8312 In- and out-of-state

PASSPORT To Health
P.O. Box 254
Helena, MT 59624-0254

PASSPORT Program Officer

PASSPORT providers report errors, omissions, or discrepancies in enrollee utilization and cost reports to:

(406) 444-4540

PASSPORT Program Officer
DPHHS
Medicaid Services Bureau
P.O. Box 202951
Helena, MT 59620-2951

Client Eligibility

There are several methods for verifying client eligibility; see *Client Eligibility and Responsibilities, Verifying Client Eligibility*.

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

Send written inquiries to:

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 *Program Policy Information* in the *Introduction* chapter.

Presumptive Eligibility

To verify Presumptive Eligibility call:
(800) 932-4453

To become a provider who can determine presumptive eligibility contact:
(406) 444-4540

Send written inquiries to:
Health Resources Division
P.O. Box 202951
Helena, MT 59620-2951

EDI Technical Help Desk

For questions regarding electronic claims submissions:

(800) 987-6719 In and out-of-state
(406) 442-1837 Helena
(406) 442-4402 Fax

Send e-mail inquiries to:
MTEDIHelpdesk@ACS-inc.com

Mail to:
ACS
ATTN: MT EDI
P.O. Box 4936
Helena, MT 59604

Health Insurance Premium Payment Coverage

To apply for this program contact:
(800) 694-3084 In state
(406) 444-9440 Out of state and Helena

Send written inquiries to:
Health Insurance Payment Program
P.O. Box 202953
Helena, MT 59620-2953

Administrative Reviews and Fair Hearings

To request an administrative review, address or direct the request to the division that issued the contested determination, and deliver or mail to:

DPHHS
111 N. Sanders
P.O. Box 4210
Helena, MT 59604-4210

To request a fair hearing, deliver or mail the request to the following address. A copy of the hearing request must also be delivered to the division that issued the contested determination.

DPHHS
Quality Assurance Division
Office of Fair Hearings
P.O. Box 202953
Helena, MT 59620-2953

Surveillance/Utilization Review

To report suspected fraud and abuse by providers:

(406) 444-4586

(800) 376-1115

To report suspected fraud and abuse by clients:

(406) 444-4167

Send written inquiries to:

Fraud and Abuse

Surveillance/Utilization Review

2401 Colonial Drive

P.O. Box 202953

Helena, MT 59620-2953

Team Care Program Officer

For questions regarding the Team Care Program:

(406) 444-4540 Phone

(406) 444-1861 Fax

Team Care Program Officer

DPHHS

Managed Care Bureau

P.O. Box 202951

Helena, MT 59620-2951

Nurse First

For questions regarding Nurse First Disease Management or the Nurse Advice Line, contact:

(406) 444-4540 Phone

(406) 444-1861 Fax

Nurse First Program Officer

DPHHS

Managed Care Bureau

P.O. Box 202951

Helena, MT 59620-2951

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

www.mtrules.org

Key Web Sites	
Web Address	Information Available
<p>Provider Information Website www.mtmedicaid.org</p>	<ul style="list-style-type: none"> • Medicaid news • Provider manuals • Notices and manual replacement pages • Fee schedules • Remittance advice notices • Medicaid Forms • PASSPORT To Health information • Team Care Information • Provider enrollment • Frequently asked questions (FAQs) • Upcoming events • HIPAA Update • Newsletters • Key contacts • Links to other websites and more
<p>CHIP Website www.chip.mt.gov</p>	<ul style="list-style-type: none"> • Information on the Children’s Health Insurance Plan (CHIP)
<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 • FAQs • Related Links
<p>Medicaid Mental Health and Mental Health Services Plan http://www.dphhs.mt.gov/mentalhealth/index.shtml</p>	<p>Mental Health Services information for Medicaid and MHSP</p>