Montana Healthcare Programs Provider Notice
December 22, 2023

All Providers

Passport Provider Referral Number on Claims

Effective immediately and until further notice, the Montana Medicaid claims processing system will not reject any claim submitted with a missing or invalid Passport to Health (Passport) provider referral number.

Providers should continue to append the Passport provider referral number on claims, as this number demonstrates the treating provider has fulfilled the Passport program requirements. **This change to claims processing does not waive Passport program requirements.**

Per Administrative Rules of Montana 37.85.414, the Department of Public Health and Human Services may retrospectively review claims to verify providers are appropriately obtaining the required Passport referrals. If the review finds that a provider is out of compliance, they will be subject to consequences.

Additional Information
- Passport referral is mandatory for medically necessary services not provided by the member's Passport provider.
- Passport referrals can be verbal or written and must include the provider's accurate Passport referral number.
- Treating providers must keep a record of all Passport referrals in the member's records.
- **Services that are exempt from Passport referrals requirements remain unaffected.** These exempt services are listed in the Passport to Health Manual on the Montana Healthcare Programs Provider Information website.

Your attention to these changes, commitment to accurate Passport referral numbers, adherence to associated policies, and awareness of potential retroactive reviews are vital to ensuring compliance and avoiding potential issues.

Contact and Website Information

If you have questions, please contact:
- Elizabeth LeLacheur, Primary Care and Population Program Officer, at (406) 444-0991 or email ELeLacheur@mt.gov.
- Jacqueline Roberts, Care Management Section Supervisor, (406) 444-0904 or email Jacqueline.Roberts@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.