



Montana Healthcare Programs Provider Notice

December 30, 2025

Reminder

All Providers

Provider Licensure, DEA, and CLIA Maintenance

Providers must maintain their licensure, DEA, and CLIA information in the Provider Services Portal. Providers should be proactive in maintaining licensure on records and updating prior to the licensure expiration date.

Providers are sent reminders at 90, 60, and 30 days prior to licensure expiring. There are many providers without updated licensure, and their claims will be suspended until updated licensure is received. All letters are available in correspondence history on the provider workbench (specific to each NPI searched).

Be sure the correspondence address information on the provider record is up to date so that the letters are being sent to the correct location. Log in to verify that all licensure spans are on file and current in the provider record(s). Verify the dates entered on the provider file update match the dates on the license image being updated.

The Drug Enforcement Agency (DEA) number to prescribe or distribute drugs must be accurately updated in the Provider Services Portal.

Verify that the DEA questions are answered correctly, the DEA license is uploaded, and the number on the license matches the number entered on the update. The Department is seeing many DEA licenses being dropped or entered with the incorrect number.

Clinical Laboratory Improvement Amendments (CLIA) certification must be on file with a span that covers the date of service on the claim. Verify that the CLIA license information on file matches the CLIA image(s) uploaded.

The Department is seeing gaps in CLIA licensure, incorrect dates, and incorrect CLIA types being selected. Please reach out to the Provider Call Center should there be any issues uploading the CLIA information. Claims will deny if the appropriate CLIA level is not on file for the service on the date of service.

Register for the upcoming CLIA training scheduled for January 21, 2026, by visiting the [Training page](#) on the Montana Healthcare Programs website at <https://medicaidprovider.mt.gov/training>. Select the Register for Training button.

Contact and Website Information

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.