



Dear Medicaid provider:

Mountain-Pacific Quality Health, in partnership with Telligen, will be providing the utilization management and review of behavioral health services covered through the Montana Healthcare Programs provided by the Montana Department of Public Health and Human Services (DPHHS).

Telligen’s industry-leading technology platform, called Qualitrac, offers a secure, Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant portal that allows providers to securely submit authorization requests, supply clinical documentation to support requested services and receive determinations.

The transition to Mountain-Pacific Quality Health will be effective January 1, 2020. There will not be any changes to program requirements or medical necessity criteria at this time. The requirements outlined in the Children and Adult Mental Health Medicaid Service Provider Manuals remain the same. Authorizations that were previously approved by DPHHS or Magellan will be valid for the duration of the approved span.

Benefits of the Qualitrac provider portal include:

- 24/7 provider access to:
 - Submit new requests electronically – drag and drop as opposed to faxing or mailing documents
 - Electronically upload supporting documentation, e.g., medical records, letters, etc.
 - Review status of pending requests in real-time
 - Review determinations (notification that reviews are completed is emailed to requesters)
 - Retrieve history of previous requests, determinations and prior authorization numbers
- Two-way, secure data exchange between Mountain-Pacific/Telligen and the requesting provider
- Efficiencies, time saved and reduced number of telephone calls

Provider portal implementation:

- Implementation for processing the following services through the portal is on track for January 1, 2020:
 - Montana State Hospital
 - Clinically managed low-intensity residential (ASAM 3.1)
 - Clinically managed high-intensity and medium-intensity residential (ASAM 3.5)
 - Medically monitored high-intensity inpatient (ASAM 3.7)
 - Crisis stabilization program
 - Psychiatric residential treatment (in and out of state)
 - Acute inpatient hospital services (out of state)
 - Therapeutic group home (youth)
 - Therapeutic home visit (youth)
 - Extraordinary needs aide services
 - Genetic testing (youth with behavioral health diagnosis)
 - Intensive outpatient program
 - Program assertive community treatment
 - Intensive community-based rehabilitation
 - Adult group home
 - Partial hospitalization (youth)
 - Home support services

3404 Cooney Drive
Helena, MT 59602
(406) 443.4020
(800) 497.8232
(406) 513.1920 (fax)

152 N. Durbin, Suite 200
Casper, WY 82601
(307) 472.0507
(877) 810.6248
(307) 472.1791 (fax)

1360 South Beretania
Suite 501
Honolulu, HI 96814
(808) 545.2550
(808) 440.6030 (fax)

4241 B Street
Suite 101
Anchorage, AK 99503
(907) 561.3202
(907) 561.3204 (fax)

Provider Training:

- There will be a series of trainings for those providers seeking prior authorization/continued stays for the listed services (previous page) to help with the enrollment and use of the new system. Individuals who will seek these approvals should attend the trainings.
- WebEx provider introductory and enrollment training sessions are scheduled for Tuesday, December 3 and Thursday, December 5.
 - Register for the **December 3 training at 10:00 AM MST**:
https://mpqhf.zoom.us/webinar/register/WN_JRjbIRIyS6u2n18FpWx65Q
 - OR**
 - Register for the **December 5 training at 2:00 PM MST**:
https://mpqhf.zoom.us/webinar/register/WN_OaoBRb8iTrWqNpUs0WOyIw
- WebEx provider portal user training sessions are scheduled for December 17 and 19.
 - Registration information for these sessions is coming soon.
- Training sessions will be recorded and available to view on-demand.

It's important to note: **Once the new process is fully implemented, Mountain-Pacific will not accept faxed, mailed or emailed requests** unless a provider seeks and is granted an exemption from the Montana DPHHS.

Mountain-Pacific has developed a dedicated webpage (<https://www.mpqhf.org/corporate/medicaid-portal-home/>) that houses provider education materials, user guides, PowerPoint presentations, provider registration packets and a link to access the Qualitrac provider portal.

Remember to register for one of the above December trainings, where you will get the opportunity to ask any questions you have, and be on the lookout for information about the provider portal trainings coming later in December!

Best regards,



Janet Whitmoyer, RN, BSN
Director of Medicaid Contracts
Mountain-Pacific Quality Health



Jean McClurken, LCSW, LAC
Behavioral Health Manager
Telligen