



Dear Medicaid provider:

The following instruction applies to Psychiatric Residential Treatment Facility (PRTF) prior authorization requests:

- Effective immediately, PRTF prior authorization requests may be submitted up to 10 business days prior to admission.
- This applies to in-state, out-of-state and PRTF assessment services.
- Requests are still required to be submitted prior to the admission date.

We are currently updating the Behavioral Health Provider User Guide to reflect these changes.

[Access this user guide on our website.](#)

Please contact Mountain-Pacific Quality Health at 1-800-219-7035 with questions.

Best regards,

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

Jean McClurken, LCSW, LAC
Behavioral Health Manager
Telligen

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)