



# Montana Healthcare Programs Provider Notice

April 16, 2026

**Effective February 23, 2026**

**Corrected**

## EPSDT Private Duty Nursing Providers

### Updated Guidance on Prior Authorization Requests.

#### Issue

Montana Healthcare Programs has identified an issue affecting prior authorizations (PAs) for EPSDT Private Duty Nursing (PDN) services. PAs entered by Mountain-Pacific Quality Health (the state's utilization review vendor) have not always transmitted correctly into the Electronic Visit Verification (EVV) system, Netsmart. This occurred when the total approved hours for service codes T1001 (RN services) and T1002 (LPN services) were combined into a single number rather than being listed separately for each code.

#### Resolution

To ensure claims process correctly through Netsmart and the Medicaid Management Information System (MMIS), PDN providers must request and record units separately for each code when submitting prior authorization requests to Mountain-Pacific.

#### Updated Guidance for Requesting PAs

When requesting prior authorization for EPSDT PDN services, providers must:

- Specify the number of requested units *separately* for each billing code:
  - **T1002** – RN services
  - **T1003** – LPN services
- When estimating hours, allocate units between RN and LPN codes based on the provider's best estimate of staffing needs. For example, a provider requesting 1,000 total units may allocate 400 to T1001 and 600 to T1002.
- The total number of authorized units may not be exceeded; however, if billing exceeds the units under one code and unused units remain under the other, the claim should still pay as long as the combined total stays within the approved limit.
- If additional units are needed once the total authorization is reached, providers may request an updated PA from Mountain-Pacific.

Mountain-Pacific's Qualitrac Provider User Guide (Updated February 2026) includes this updated PDN PA submission guidance.

**Note:** Code **T1000** is used exclusively for **school-based nursing services** and should not be included in EPSDT PDN requests.

## Contact and Website Information

If you have questions, please contact Miranda McCabe, EPSDT Private Duty Nursing Program Officer, at (406) 444-4349 or email [Miranda.McCabe@mt.gov](mailto:Miranda.McCabe@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.