

	<b>Behavioral Health and Developmental Disabilities (BHDD) Division</b>  Medicaid Services Provider Manual for Substance Use Disorder and Adult Mental Health
	<b>Date effective:</b> May 12, 2023
<b>Policy Number:</b> 310	<b>Subject:</b> Administrative Review, Fair Hearing, & Sanctions

Complete information about administrative reviews and fair hearings is found in ARM Title 37, Chapter 5 at: <http://www.mtrules.org/gateway/ChapterHome.asp?Chapter=37%2E5>.

A provider requesting an administrative review for denied claims, must exhaust all administrative remedies available before the provider can seek judicial review.

(1) For denied claims, those remedies may include:

- (a) researching the denial codes;
- (b) correcting errors and omissions; and
- (c) resubmitting the claims.

Assistance for providers with claim problems is available through the provider relations program operated by the Medicaid program through the state’s fiscal agent by calling 800.624.3858 (in/out of state), 406.442.1837 (Helena). If the fiscal agent is unable to assist the provider, the BHDD Program Officer responsible for the service affected may be contacted. Go to the BHDD website at: <https://dphhs.mt.gov/bhdd/index>

**Sanctions**

The department or it’s designee will provide written notification of deficiencies identified and may require a corrective action plan. If the provider fails to correct the deficiencies identified in the written notification, the department may impose sanctions based on review recommendations. The administrative rules which govern Medicaid provider sanctions are in the Administrative Rules of Montana, Title 37, chapter 85, subchapter 5.