

Topic	Potential Questions	Action to take	Transfer Code	Direct Phone Number
<b>Specialized Programs A</b>  * DOC * Foster Care * Adoption * Breast/Cervical * HMK * Disenrollment	Currently incarcerated or recently released (Department of Corrections)	This is a specialized Medicaid program. You will need to speak to an eligibility worker.	0-1-3-2-2	N/A
	I need an new HMK card for my child	These cards are issued through the department. I can transfer you to them.	0-1-3-3-3	N/A
	I'm calling about Foster Care Medicaid	That is a specialized Medicaid program. You will need to speak with an eligibility worker	0-1-3-2-2	N/A
	I need to re-enroll after disenrollment for nonpayment of premiums	That is a specialized Medicaid program. You will need to speak with an eligibility worker - This will not be a concern after 12/31/2022	0-1-3-2-1	N/A
	I have Breast/Cervical Cancer, do I qualify for B/C Cancer Medicaid?	This is a specialized Medicaid program. You will need to speak to an eligibility worker.	0-1-3-2-2	N/A
<b>Specialized Programs B</b>  * Long Term Care * Waiver * Assisted Living	How much is my obligation to the nursing home?	This information is specific to your case, you'll need to speak with an eligibility worker	0-1-3-1-1	N/A
	How do I apply for Long Term Care Coverage?	To apply for these programs you need to submit an HCS-250 application. I cannot help you submit this application, but you can go to apply.mt.gov, into the local OPA, or be transferred to the Public Assistance Helpline, which would you prefer?	0-1-3-1-1	N/A
	What information will the Department need from me for this application?	These programs require specific information from you, that I am not able to provide. You will need to speak with an eligibility worker to get more detailed information. Would you like me to transfer you to the Public Assistance Helpline?	0-1-3-1-1	N/A
<b>Specialized Programs C</b>	How do I apply for Medically Needy or Waiver Coverage?	To apply for Medically Needy you need to submit an HCS-250 application. I cannot help you submit this application, but you can go to apply.mt.gov, into the local OPA, or be transferred to the Public Assistance Helpline, which would you prefer?	0-1-3-1-2	N/A
	How Much is my spend down? Has it been paid yet?	Your spend down is calculated each month and sent to you in the mail on pink paper. If you have not received that notice, or lost it, you'll need to speak to an eligibility worker at the OPA. They can also determine if it's been paid. I can transfer you.	0-1-3-1-2	N/A

*Medically Needy *Waiver	What information will the Department need from me for this application?	Generally speaking, you will need to provide income, resources, and expenses for your household. You will need to speak with an eligibility worker to get more detailed information. Would you like me to transfer you to the Public Assistance Helpline?	0-1-3-1-2	N/A
	Can you explain my spend down?	A Spend down is a cost to you for your Medicaid coverage to be active. This cost can be met multiple different ways. Additional information will need to be provided to you by an eligibility worker specializing in this program. Would you like me to transfer you to the Public Assistance Helpline?	0-1-3-1-1	N/A
Other Programs  * SNAP * TANF * LIHEAP	Anything related to EBT cards	If you need to activate or replace your EBT card or check the balance, you can contact the EBT provider directly or I can transfer you	0-2-1	1-866-850-1556
	I need help with my electric bill or need LIEAP/LIHEAP	That programs run October through April every year. The Human Resource Council usually has applications in the local OPAs or you can call them to request one.	N/A	Local HRDC phone number
	When will I get my food stamps?	It appears your case is pending for XYZ. You can submit your verifications to your local office, online or by fax/email. If you would like to talk to an eligibility worker about what is need, I can transfer you	0-2-1-2	N/A
	I received a notice I have to do an interview for SNAP	The SNAP interviews are conducted by eligibility workers at the OPA office either in person or by phone. If you would like to do yours over the phone, I can transfer you	0-2-2-1	N/A
	I need to apply for SNAP/TANF	If you have not completed an application, you will need to do that first. You can apply online at apply.mt.gov, go to your local office, call the PAHL, or I can transfer you	0-2-2-1	N/A
	What do I need to provide for my Medicaid coverage?	The system shows that the Department is looking for XYZ with a due date of MM/DD/YYYY. You can submit verification these ways. Do you have additional questions regarding this verification? If yes, transfer to the OPA	0-1-3-4	N/A
	Can I turn this verification into you now?	No, you need to provide this verification to DPHHS and can do so in the following ways	0-1-3-4	N/A

<b>Verifications for Medicaid</b>	How do I add my newborn?	You can complete a change form at your local OPA or online at <a href="http://apply.mt.gov">apply.mt.gov</a> . You can also call the OPA and report your newborn over the phone. They will probably request your certificate of live birth to confirm your baby's name and DOB.	0-1-3-4	
	Can you help me get this verification?	No, you can talk to an eligibility worker at the OPA if you are having trouble getting the verification and they may be able to help you.	0-1-3-4	N/A
	Can you tell me what specific documents would be acceptable to support the verification they are asking for?	No, you will need to speak to an eligibility worker at the OPA to answer those questions. I can transfer you now.	0-1-3-4	N/A
<b>Medicaid Coverage</b>	I need to apply for ABD or MSP (I am over 65, and/or Medicare eligible and/or disabled through SSA)	If you have not completed an application, you will need to do that first. You can apply online at <a href="http://apply.mt.gov">apply.mt.gov</a> , go to your local office, call the PAHL, or I can transfer you	0-1-3-4	N/A
	What services does my Medicaid program cover?	Unfortunately, I am unable to speak to the services provided for each type of assistance. You can call the phone number on the back of your Medicaid card, or I can transfer you to that number now? Which would you prefer? Please make sure to have your SSN or Medicaid ID ready.	0-1-3-3-1	1-800-624-3958
	Who do I talk to about billing for services I received?	Unfortunately, I am unable to speak to billing questions. You can call the phone number on the back of your Medicaid card, or I can transfer you to that number now? Which would you prefer? Please make sure to have your SSN or Medicaid ID ready.	0-1-3-3-1	1-800-624-3958
	I need to change my passport provider	You can do that online at <a href="http://dphhs.mt.gov/montanahealthcareprograms/passport">dphhs.mt.gov/montanahealthcareprograms/passport</a> or you can call Medicaid directly	N/A	1-800-624-3958
	I received a Third Party Liability Questionnaire, what do I do?	This questionnaire is typically sent after you, or someone in your household, received medical care. The questionnaire is to determine if another insurance source (other than Medicaid) is responsible for payment. You must complete this questionnaire and turn it in to the ADDRESS ON THE FORM, or you risk losing your Medicaid coverage	N/A	1-800-624-3958

	<p>I went to the doctor and was told my Medicaid is inactive. What's going on with my case?</p>	<p>I can look at the status of your case to see if it is approved or denied.</p> <p>* If showing denied - you may provide the denial reason and either help them apply again or refer to the OPA</p> <p>* If showing approved and provider is indicating it is inactive, transfer to an eligibility worker to look further into the case</p>	<p>0-1-3-4</p>	<p>* If showing approved and provider is indicating it is inactive, check the MMIS or MATH provider portal, if this MMIS or MATH portal is showing inactive, email: xxxx@mt.gov and let the client know DPHHS will look into the issue and get back to them (this should be very rare)</p>
<p><b>Notices</b></p>	<p>I got a notice, now what?</p>	<p>Please review the "What we need from you" Section and any additional comments in the "Please Note" section.</p>	<p>0-1-3-4</p>	<p>N/A</p>
	<p>Where on my notice will it tell me what they want?</p>	<p>In the "What we need from you" Section- There may be a "Please Note" section as well- this will be completed by the eligibility worker with specific information.</p>	<p>0-1-3-4</p>	<p>N/A</p>
	<p>How do I know the due date of my verifications?</p>	<p>It will state a due date in the "What we need from you" section. If verifications are not received in the office by this date, your benefits could be closed, denied or decreased.</p>	<p>0-1-3-4</p>	<p>N/A</p>
	<p>Can I turn this verification into you now?</p>	<p>no, these will need to be turned into the OPA. You can do that online at apply.mt.gov, at your local office or by faxing</p>	<p>0-1-3-4</p>	<p>N/A</p>
	<p>Can I use XYZ to verify my XYZ as requested?</p>	<p>You will need to contact the OPA to verify your documents are acceptable</p>	<p>0-1-3-4</p>	<p>N/A</p>
<p><b>General Questions</b></p>	<p>I can't get anyone to answer my call/Don't want to wait on hold</p>	<p>The phone lines are open 7 am to 6 pm. There can be less traffic in the earlier or later times. You can also schedule a call back and an eligibility worker will call you at a scheduled time.</p>	<p>0-2-1-2 (SNAP/TANF) 0-1-3-4 (Medicaid)</p>	<p>N/A</p>
	<p>I turned in everything needed and I still don't have my benefits</p>	<p>The offices are busy and work verifications in the order they have been received. You can call and speak with an eligibility worker or stop by your local OPA if you have more questions.</p>	<p>0-2-1-2 (SNAP/TANF) 0-1-3-4 (Medicaid)</p>	<p>N/A</p>

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