



Dear Providers,

The Provider Web Portal and the [Provider Services Call Center](#) will be impacted by infrastructure changes beginning Friday, March 24, 2023.

Providers who utilize the Provider Web Portal may submit claims before 5:00 p.m. MT on Thursday, March 23, 2023. Claims submitted after this time will be on the following week's remittance cycle.

Providers who utilize a billing agent or a clearinghouse may submit claims for the week one day early. Batch claims that are not processed before 5:00 p.m. MT on Thursday, March 23 will be on the following week's remittance cycle.

Providers may be impacted as follows:

<b>Environment</b>	<b>Dates and Times (MT)</b>	<b>Impact</b>
Provider Web Portal	Thursday, 3/23 at 11:55 p.m.	All Portal functions <b>unavailable</b> except for eligibility verification.
	Saturday, 3/25 at 6:00 a.m.	All Portal functions <b>unavailable</b> including eligibility verification. [Maintenance Mode]
	Saturday, 3/25 6:00 p.m.	Portal eligibility verification <b>available</b> at <a href="#">NEW URL</a> .
	Sunday, 3/26 at 11:59 p.m.	All Portal functions <b>available</b> at <a href="#">NEW URL</a> .
Provider Services Call Center	Friday, 3/24 all day	Call Center Closed; Virtual Agent available for eligibility verification.
	Saturday, 3/25 at 6:00 a.m.	Virtual Agent unavailable <b>including</b> eligibility verification.
	Saturday, 3/25 at 6:00 p.m.	Virtual Agent <b>available</b> for eligibility verification only.
	Monday, 3/27 at 7:00 a.m.	Provider Services Call Center open.

### How to Prepare

- Submit any claims before 5:00 p.m. MT on Thursday, March 23.
- Complete any eligibility verifications before 5:00 p.m. MT on Friday, March 24.
- Bookmark the [New Provider Web Portal URL](#) now for use beginning Monday, March 27.

Contact the [Provider Services Call Center](#) with questions.

Thank you,

Department of Health Care Policy & Financing