Dated March 30, 2020

Legacy Claim Guidance/Request to Insurers and TPAs due to COVID-19

Insurers and TPAs in Montana sent over 1,000 letters out related to Legacy Claims on January 1st and there have been few reported responses from providers. At least one insurer followed up with a proactive 2nd mailing as a reminder. It is appropriate to assume most, if not all, healthcare providers are now overstretched with the COVID-19 crisis, which likely compounds the problem.

If you sent out the letters by January 1, your Legacy Claims will technically fall under the Drug Formulary April 1st. Given the immediate crisis of COVID-19 and the overload to our healthcare system, the Department is formally requesting all TPAs and insurers delay adherence to the Drug Formulary requirements for Legacy Claims until the COVID-19 crisis passes. Doing so will ensure that healthcare providers will not have this added layer of healthcare delivery complexity during a time when they have no additional capacity.

If you have additional questions, please call Celeste Ackerman, our Administrative Officer for Medical Regulations or myself at (406) 444-6543.

Bill Wheeler, Deputy Administrator
Department of Labor & Industry
Employment Relations Division