

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
601 E. 12th St., Room 355  
Kansas City, Missouri 64106



**Medicaid and CHIP Operations Group**

---

June, 5, 2023

Michael Randol, State Medicaid Director  
Montana Department of Public Health and Human Services  
PO Box 4210  
Helena, MT 59604-4210

Dear Mr. Randol:

The Centers for Medicare & Medicaid Services (CMS) is pleased to enclose the summary report of the Home and Community-Based Services (HCBS) Special Review Team site visit with Montana in March 2020. The focus of the visit was to learn more about your health and welfare operations and systems. We appreciated the hard work of your team to arrange meetings with state staff, individuals served by HCBS waivers, advocates, case managers, service providers, and other stakeholders. Additionally, your team provided extensive information regarding incident management and other health and welfare documentation before and during our visit.

Issuance of this summary report was significantly delayed due to unforeseen circumstances including focusing CMS resources on the COVID-19 Public Health Emergency. Nevertheless, we believe information in the summary report will be helpful as you work to improve HCBS waiver operations and ensure the health and safety of Montana's HCBS beneficiaries.

Please feel free to contact me by telephone at (410) 786-7561 if you have any questions or wish to update CMS on any progress since the activities addressed in the enclosed report. You may also contact Laurie Jensen at [Laurie.Jensen@cms.hhs.gov](mailto:Laurie.Jensen@cms.hhs.gov) or phone number (303) 844-7126.

Sincerely,



George P. Failla, Jr., Director  
Division of HCBS Operations & Oversight

cc: Anthony Borges Nazari, DLTSS  
Wendy Hill Petras, DHCBSO  
Dominique Mathurin, DHCBSO  
Susie Cummins, DHCBSO