

# **MATH Web Portal**

## **NEW!!! Self Service Password Reset Option**

**NOTE: If you attempt a password reset and it fails more than three times, please contact Provider Relations 1 (800) 624-3958 Option 3.**

**The information on the following pages will guide you through the password reset process.**

# Start with [www.medicicaidprovider.mt.gov](http://www.medicicaidprovider.mt.gov)

[M: http://medicaidprovider.mt.gov/](http://medicaidprovider.mt.gov/) Home

MONTANA.GOV  
OFFICIAL STATE WEBSITE

SERVICES AGENCIES LOGIN SEARCH MONTANA

**MONTANA DPHHS**  
Health Care. Health Insurance.  
Human Health Services.

**Richard Opper, Director**

[About Us](#) [Meetings & Events](#) [Health Data & Statistics](#) [Contact Us](#) [A - Z Index](#)

**Children/Families** **Disabilities** **Seniors** **Health** **Medical** **Assistance**

[Montana Healthcare Programs Provider Information](#) » [Home](#)

**Montana Healthcare Programs**

- HELP Plan**  
Montana Health and Economic Livelihood Partnership
- Provider Enrollment**  
New or Existing Providers
- Provider File Updates**  
Changes to Current Enrollments
- Provider Revalidation**  
Existing Providers
- MATH Web Portal**  
Log in to Montana Access to Health

**Announcements**

**Revalidation and Faxes:**  
Provider Relations has received concerns about an inability to get faxes submitted to the revalidation fax line, 406-457-9566. If a provider is having trouble getting a fax through this line we suggest the following times to avoid the busy signal:

- Mondays and Fridays are the lightest traffic
- On any day, Early mornings and later afternoon are the best.
- The time to avoid is the 11 to 1 lunch hour

(posted 09/07/2016)

**Registration for Fall Provider Training Sessions is now Live**  
Register for the Provider Training session near you at  
<https://www.surveymonkey.com/r/SS7J63X>

(posted 09/06/2016)

**WINASAP-Windows 10 Issue**

Due to recent Microsoft Windows Security updates, Windows 10 is no longer compatible with WINASAP. EDI Gateway developers are addressing this issue, however, we do not currently have a timeline for resolution of this issue. Please continue to check the Announcements for updates

# Password Resets

Effective 10/3/2016, you will no longer need to contact Provider Relations via telephone for a Web Portal password reset. A self-serve reset function in the portal is now available. All other Web Portal telephone inquiries should be directed to the EDI phone line, option 2.

Web Portal users will have the ability to reset their own password without the requirement of being an Office Administrator on the account or calling the Montana Access to Health Web Portal Help Center. The password reset feature will only allow for password resets. Updates or changes to all other information will need to continue to be handled by the Office Administrator of the account or through the Montana Access to Health Web Portal Help Center.

The “Forgot Your Password” link located on the Welcome to Montana Access to Health Web Portal page will now direct the user to a page where the password reset process will begin.



**MONTANA**  
**DPHHS**  
*Healthy People. Healthy Communities.*  
Department of Public Health & Human Services

Montana Access to Health Web Portal

**Log In**

**Web Registration**

**Provider Enrollment**

**Provider Information Website**

**Electronic Billing**

**Provider Locator**

**Welcome to Montana Access to Health Web Portal!**

Montana Access to Health Web Portal provides the tools and resources to help healthcare providers conduct business electronically. If you have already registered to use the Montana Access to Health Web Portal, Log In below. If you have already completed a Montana Enrollment Form, but have not yet registered to use the Montana Access to Health Web Portal, click the [Web Registration](#) button on the left side of this page to begin. If you are a new provider or have not already completed a Montana Enrollment Form, visit [Provider Enrollment](#) for step-by-step instructions.

**Log In**

Enter your User ID and Password and click 'Log In.' If you do not have a User ID and Password, contact your Office Administrator.

User ID:  Password:

[Forgot Your Password?](#)

Users will be required to enter the User ID, Last Name and First Name to continue with the password reset.



**MONTANA**  
**DPHHS**  
*Healthy People. Healthy Communities.*  
Department of Public Health & Human Services

Montana Access to Health Web Portal

### Reset Password User Search

\* denotes required field(s)

If you need assistance contact your Office Administrator or the Montana Access to Health Web Portal Help Center at 1-800-624-3958.

\* User ID:

\* Last Name:

\* First Name:

If any field is left blank, a pop-up will display with the missing field requirements listed.



Healthy People. Healthy Communities.  
Department of Public Health & Human Services

## Montana Access to Health Web Portal

### Reset Password User Search

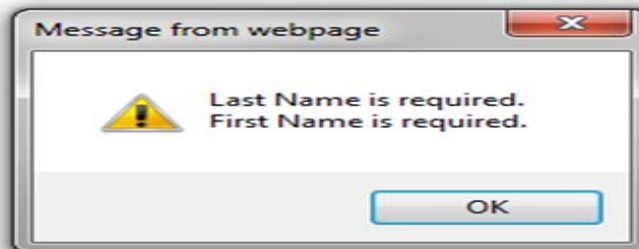
\* denotes required field(s)

If you need assistance contact your Office Administrator or the Montana Access to Health Web Portal Help Center at 1-800-624-3958.

\* User ID:

\* Last Name:

\* First Name:



If the User ID, Last Name and First Name do not match any records the user will need to contact the Office Administrator of the account or call the Montana Access to Health Web Portal Help Center for assistance.



*Healthy People. Healthy Communities.*  
Department of Public Health & Human Services

### Montana Access to Health Web Portal

#### Reset Password User Search

Correct the following errors and continue.  
No records matching your search criteria were found. Try again using different information.

\* denotes required field(s)

If you need assistance contact your Office Administrator or the Montana Access to Health Web Portal Help Center at 1-800-624-3958.

\* User ID:

\* Last Name:

\* First Name:

The user will click on the User ID to continue with the password reset process.

- If the user has multiple organizations listed under one User ID resetting the password for one, will reset it for all.



Healthy People. Healthy Communities.  
Department of Public Health & Human Services

Montana Access to Health Web Portal

## Reset Password User List

Click the 'User ID' link to update user's password.

**NOTE:** If you have more than one user ID resetting your password for one, will reset it for all.

### User List \*

Organization	NPI or Provider Number	Last Name	First Name	User ID
Mayo Dermatology	0800000008	Doe	John	<a href="#">JDoe</a>







A pop-up request to make the user confirm the user's password should be reset.



Healthy People. Healthy Communities.  
Department of Public Health & Human Services

## Montana Access to Health Web Portal

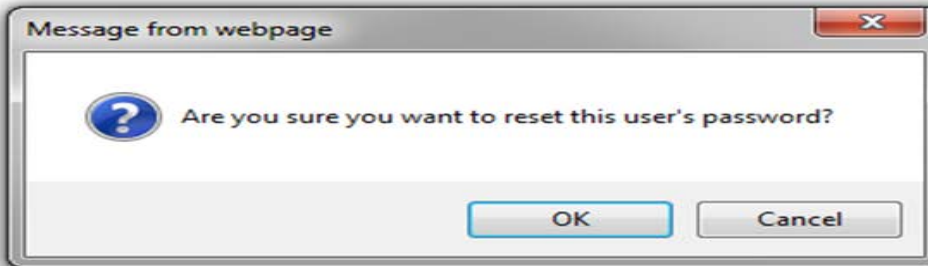
### Reset Password

A temporary password will be sent to the email address displayed for this user ID.  
If the email address on file for this user ID is incorrect, please contact your Office Administrator or the Montana Access to Health Web Portal Help Center at 1-800-624-3958.

User ID: JDoe  
Last Name: Doe  
E-mail: John.doe@xerox.com

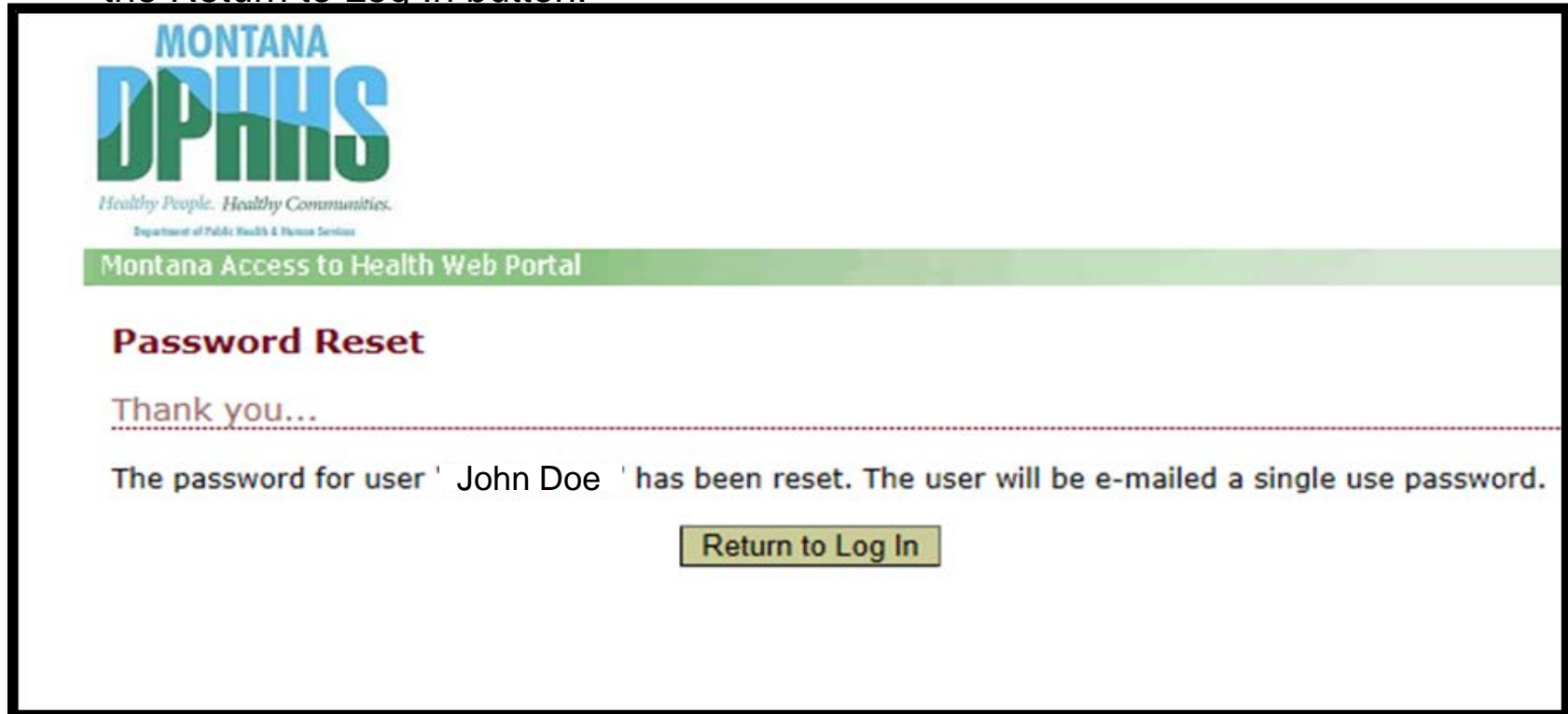
First Name: John

#### Reset Password



Password Rest confirmation page will appear.

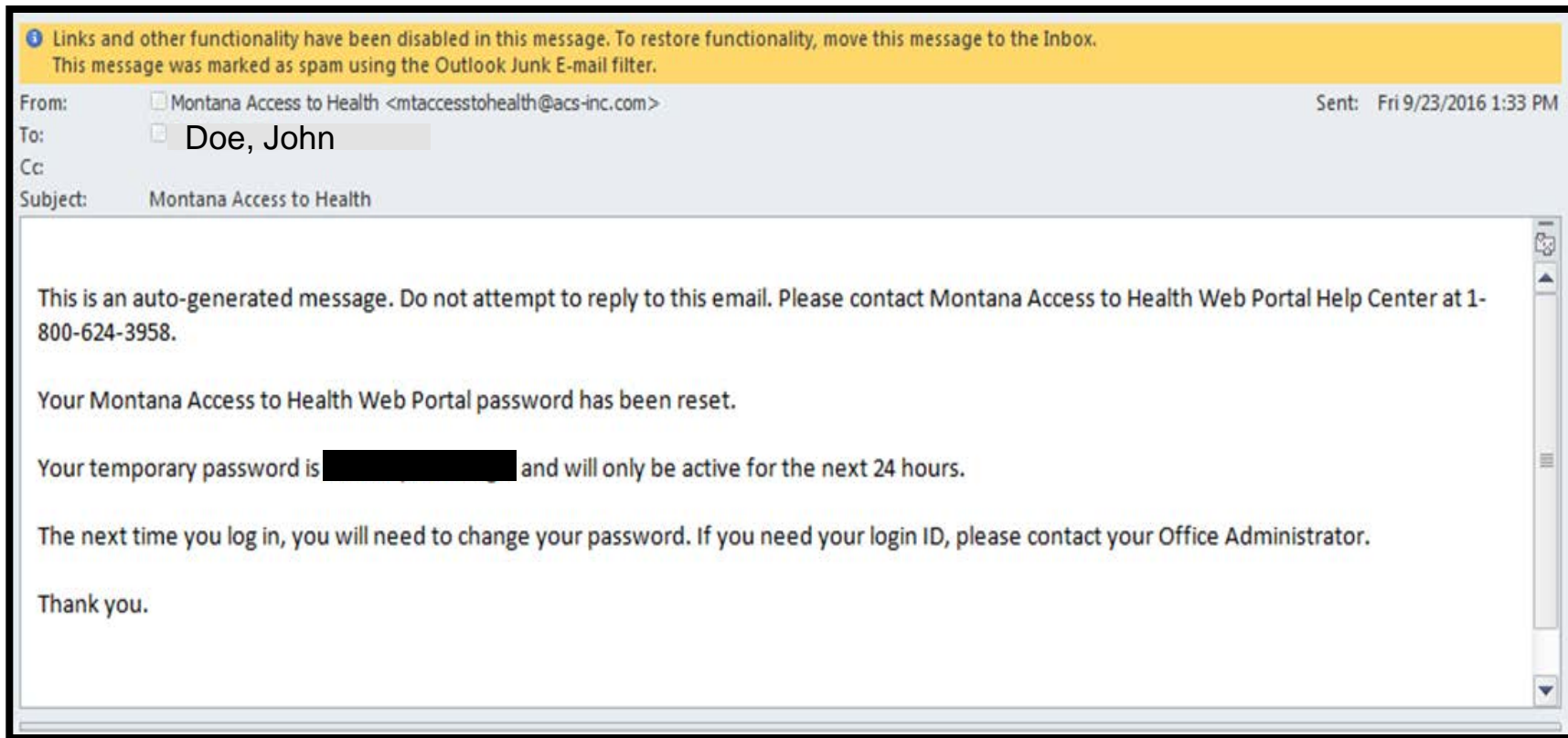
- To return to the Welcome to Montana Access to Health Web Portal home page, click the Return to Log In button.



The screenshot shows a web page with the Montana DPHHS logo at the top left, featuring the text 'MONTANA DPHHS' in blue and green, with the tagline 'Healthy People. Healthy Communities.' and 'Department of Public Health & Human Services' below it. A green horizontal bar contains the text 'Montana Access to Health Web Portal'. Below this, the heading 'Password Reset' is displayed in a dark red font. A dashed red line separates the heading from the message 'Thank you...'. The main message states: 'The password for user ' John Doe ' has been reset. The user will be e-mailed a single use password.' At the bottom center, there is a button with a light green background and a dark border labeled 'Return to Log In'.

The user will receive an auto-generated email from Montana Access to Health Web Portal.

- The user may need to check the junk email inbox for the temporary password.



The user will now begin the process of password reset with the temporary password.



Healthy People. Healthy Communities.  
Department of Public Health & Human Services

## Montana Access to Health Web Portal

Log In

Web Registration

Provider Enrollment

Provider Information  
Website

Electronic Billing

Provider Locator

## Welcome to Montana Access to Health Web Portal!

Montana Access to Health Web Portal provides the tools and resources to help healthcare providers conduct business electronically. If you have already registered to use the Montana Access to Health Web Portal, Log In below. If you have already completed a Montana Enrollment Form, but have not yet registered to use the Montana Access to Health Web Portal, click the [Web Registration](#) button on the left side of this page to begin. If you are a new provider or have not already completed a Montana Enrollment Form, visit [Provider Enrollment](#) for step-by-step instructions.

### Log In

Enter your User ID and Password and click 'Log In.' If you do not have a User ID and Password, contact your Office Administrator.

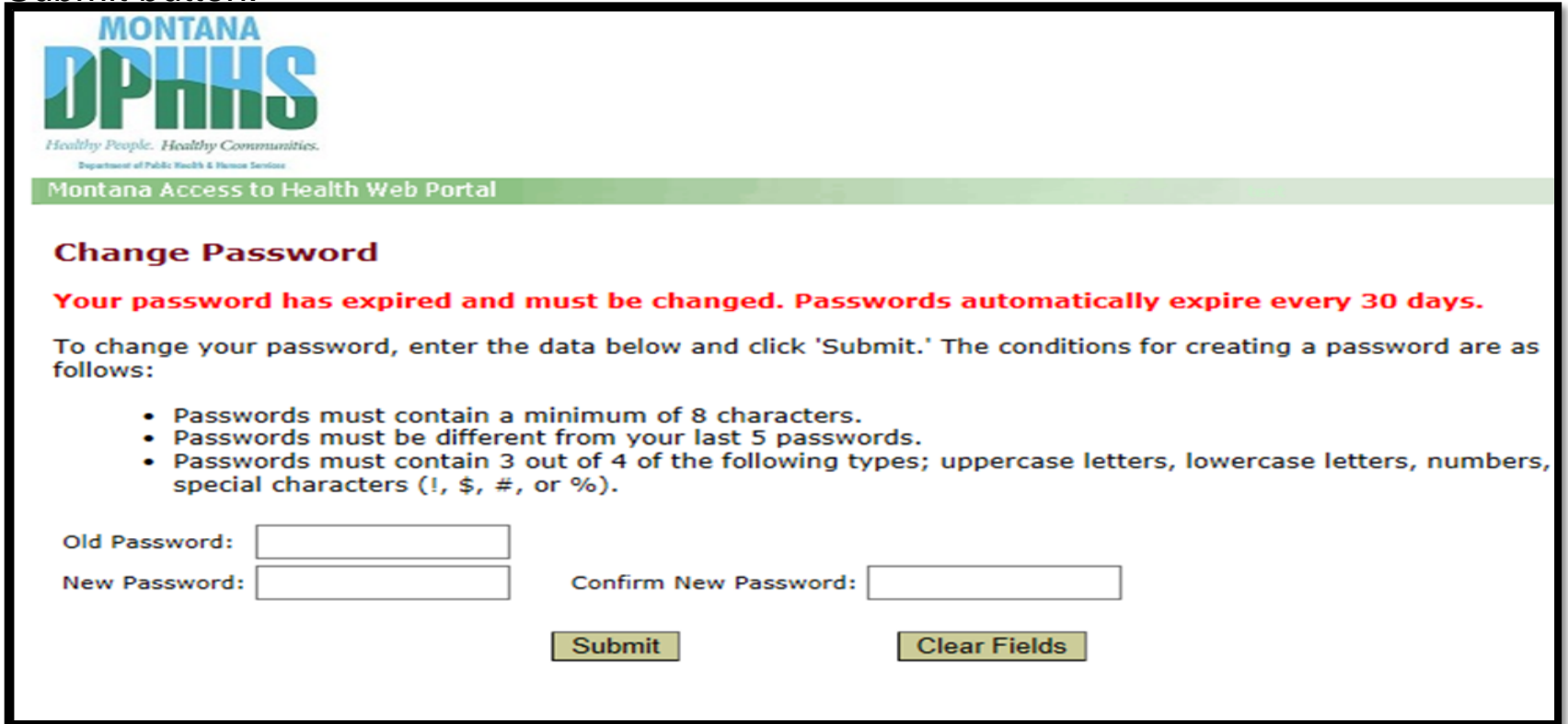
User ID:

Password:

Log In

[Forgot Your Password?](#)

User will enter the temporary password in the Old Password box then create and confirm a New Password following the requirements listed on the page. Once completed, click the Submit button.



**MONTANA**  
**DPHHS**  
*Healthy People. Healthy Communities.*  
Department of Public Health & Human Services

Montana Access to Health Web Portal

## Change Password

**Your password has expired and must be changed. Passwords automatically expire every 30 days.**

To change your password, enter the data below and click 'Submit.' The conditions for creating a password are as follows:

- Passwords must contain a minimum of 8 characters.
- Passwords must be different from your last 5 passwords.
- Passwords must contain 3 out of 4 of the following types; uppercase letters, lowercase letters, numbers, special characters (!, \$, #, or %).

Old Password:

New Password:

Confirm New Password:

User's password has been reset.



*Healthy People. Healthy Communities.*

Department of Public Health & Human Services

Montana Access to Health Web Portal

## Change Password Completed

Thank you...

---

Your password has been successfully changed.

Continue