ANNOUNCEMENT

New Provider Services Portal

Montana Healthcare Programs is excited to introduce the new Provider Services Portal. Beginning December 13, 2021, you will notice a change to the online enrollment links. All providers seeking to enroll with Montana Healthcare Programs will be directed to the new MPATH online application offering a more efficient way to enroll, update information, easily submit claims, and even submit electronic claim adjustments!

Provider Enrollment Portal

The enrollment portal is a self-service online system providing secure and efficient processing of the enrollment application. Significant improvements include:

- The ability to upload supporting documents. There will be no need to fax or email any portion of the application or supporting documentation.
- Faster application processing as the application process is consolidated to one online submission. The portal will guide applicants through the requirements by section. Application forms have required fields with help information icons on every page.
- Online user guide support. A detailed user guide is available to support all features of the Provider Services Portal.

Provider Maintenance Features

Once a provider is active with the portal, the process of updating information is very efficient. Updating the license, address, and other relevant information can be done online without the need to fax or email information.

- Upload supporting documentation utilizing varying document types including but not limited to .doc, .pdf, and .jpg.
- Submit and manage all updates via the online secure Provider Services Portal.

MPATH Claims Entry Solution

The claims entry solution is an online tool allowing providers to manually enter claims.

- Electronic Claim Adjustments – Paper adjustment forms are no longer required. The Provider Services Portal allows for online claim adjustments.
- The solution contains claim form templates. This will allow providers to create and save templates for common claim submissions. There will be no need to start from scratch every time.
- There is now a Diagnosis and Procedure code look-up. The system has code look-up features to assist with entering the correct information.
- It is a great alternative to WINASAP5010. The claims entry solution is free and simple to use, and providers can enter claims without converting and uploading files.

There will be a temporary freeze on new provider enrollments beginning December 4 through December 13. Additionally, emailed provider file update requests will no longer be accepted as of 12/10/2021. For now, faxed provider file updates will continue to be processed.

Provider Services Portal Trainings
There will be separate training for enrollment and claim changes. Providers can register for training by going to https://medicaidprovider.mt.gov/training. Currently, two training dates are available.

- Enrollment (4 Hour Training)
  - Tuesday, December 14, 2021, 1pm-5pm

- Claims (3 Hour Training)
  - Wednesday, December 15, 2021, 1 pm-4 pm

Contact Information

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email Montana Provider Relations Helpdesk.

Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.