

# Montana Access to Health (MATH) Web Portal

# MATH Web Portal

- From the Montana Medicaid Provider Information webpage [www.medicicaidprovider.mt.gov](http://www.medicicaidprovider.mt.gov)
- Eligibility inquiry capabilities in addition to many other inquiry transactions
- Secure website
- Tutorial

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

MONTANA.GOV  
OFFICIAL STATE WEBSITE

SERVICES AGENCIES LOGIN SEARCH MONTANA

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

**Richard Opper, Director**

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**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

# Tutorials

## Medicaid Statistics

- Nurse First
- Passport to Health
- Plan First
- Preferred Drug List
- Presumptive Eligibility
- Prior Authorization Information
- Proposed Fee Schedules
- Provider Locator Search
- Provider Specialty Table
- RBRVS Fee Schedule
- Team Care
- Terminated/Excluded Medicaid Providers
- Training

## Web Portal Tutorials

- Enrollment Tutorial
- Web Portal Registration
- Web Portal Navigation

purposes and checking eligibility.

This ensures the expenditures are applied to the correct member and any query information is for the correct member. Errors can occur using the SSN for either billing or requesting eligibility information.

If you only have the member's SSN, have questions, or need assistance, contact Provider Relations at 1.800.624.3958 or via e-mail at [MTPRHhelpdesk@xerox.com](mailto:MTPRHhelpdesk@xerox.com). (PD012014)

## Medicare/Medicaid Remittance Advice Reminder and Adjustments

If you do an adjustment, and use a Medicare Remittance Advice Template to print your Medicaid Remittance advice, be aware that not all templates will accommodate the necessary Medicaid information to allow your adjustment to process.

The issue is the length of the ICN that appears on the Medicare Remittance Advice Template. The Medicare ICN is formatted for 15 digits but the Medicaid ICN length is 17 digits. This will truncate the Medicaid ICN by 2 digits.

Check this field and make any necessary corrections. If this is not corrected, we will return your adjustment to you for correction. (PD032013)

▶ [Montana HELP Plan](#)

▶ [Quick Links](#)

▶ [Drug and Pharmacy News](#)

# MATH Web Portal

## NEW!!! Self Service Password Reset Option

# 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.

# Welcome to Montana Access to Health Web Portal!

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.

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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!**

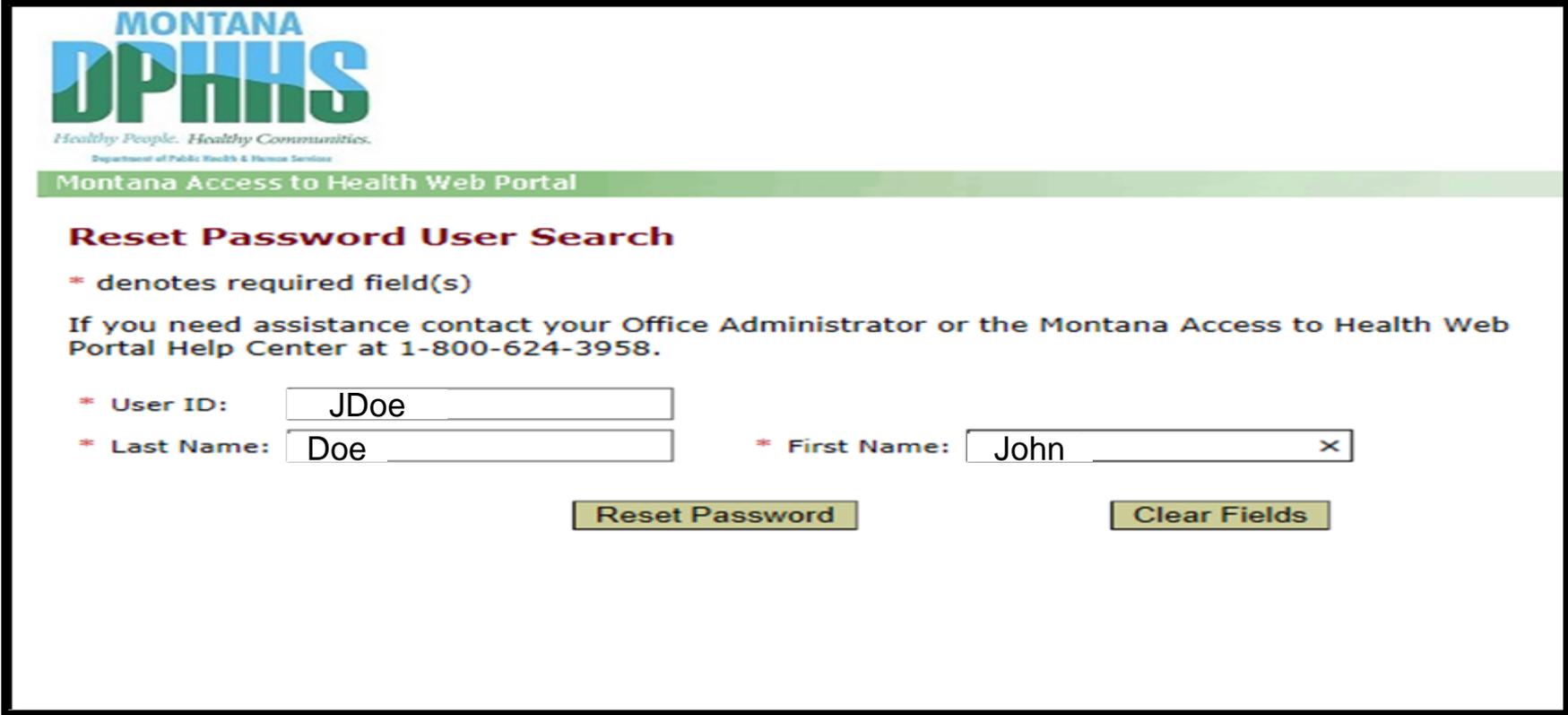
Montana Access to Health Web Portal provides the tools and resources to help healthcare providers conduct business electronically. If you have already registered to use the Montana Access to Health Web Portal, [Log In](#) below. If you have already completed a Montana Enrollment Form, but have not yet 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?](#)

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



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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.

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### 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:

Message from webpage

 Last Name is required.  
First Name is required.

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.

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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)

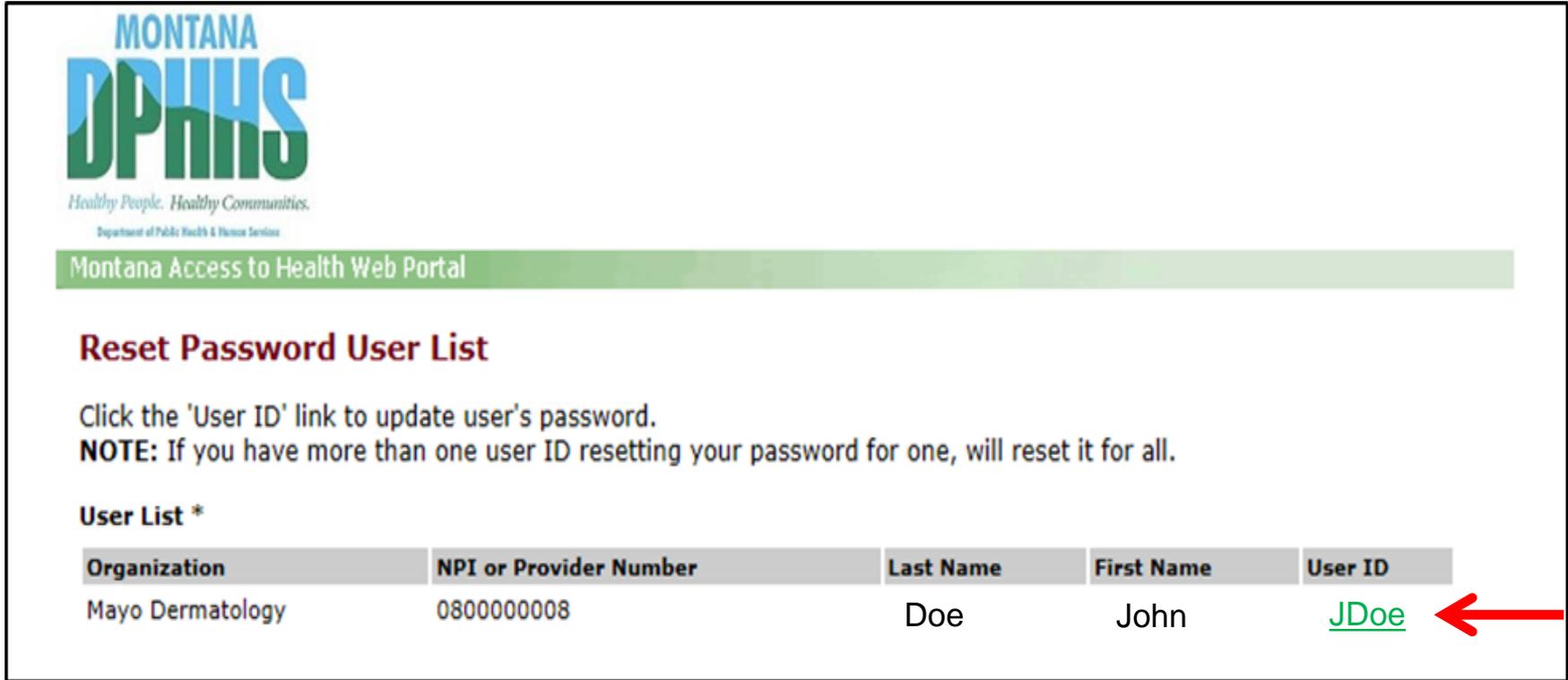
If you need assistance contact your Office Administrator or the Montana Access to Health Web Portal Help Center at 1-800-624-3958.

\* 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.



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### Reset Password User List

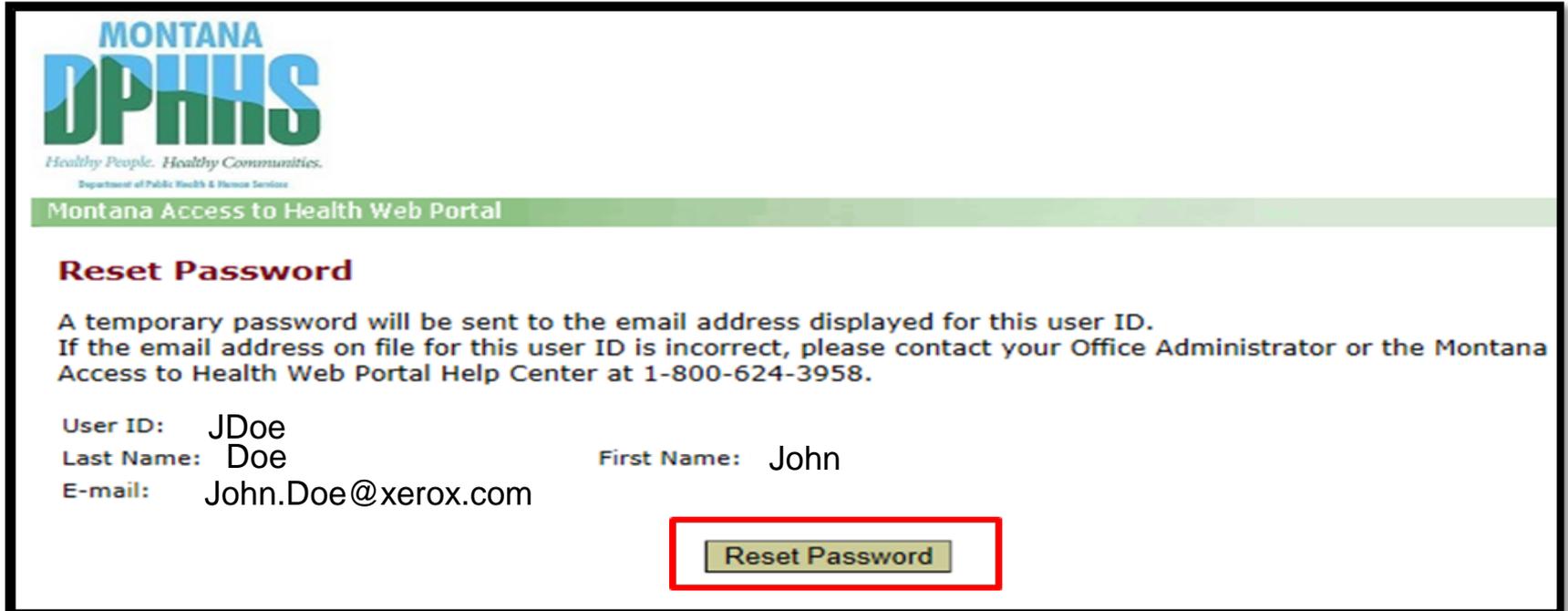
Click the 'User ID' link to update user's password.  
**NOTE:** If you have more than one user ID resetting your password for one, will reset it for all.

**User List \***

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

The user will be able to view the User ID, Last Name, First Name and E-mail address on file where the temporary password will be delivered.

- If this email address is incorrect or needs to be updated the user will need to contact the Office Administrator or the Montana Provider Relations at 1-800-624-3958, Option 3.



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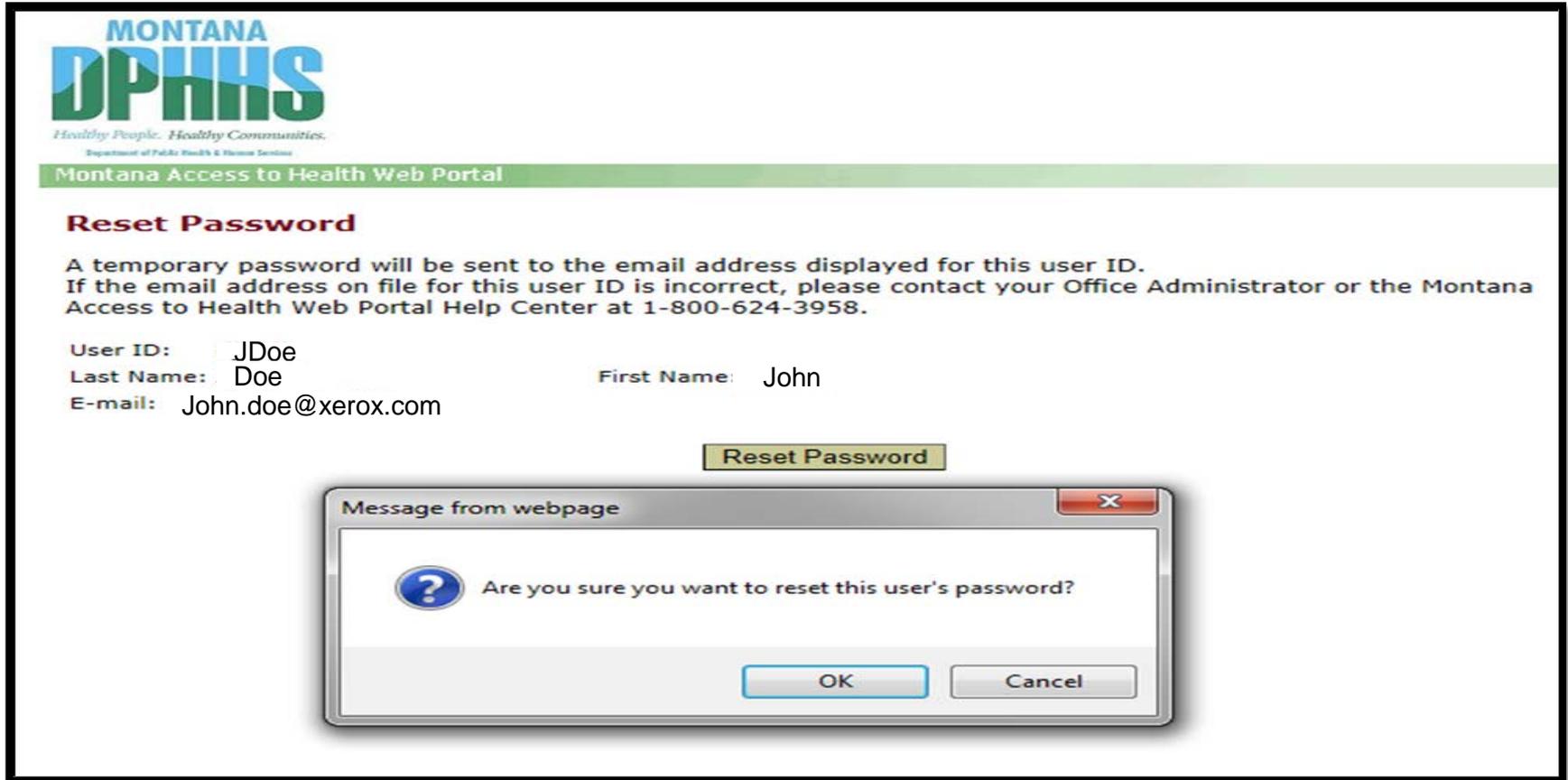
Montana Access to Health Web Portal

### 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                      First Name: John  
E-mail: John.Doe@xerox.com

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



The screenshot shows a web portal interface for the Montana Department of Public Health & Human Services (DPHHS). The page title is "Montana Access to Health Web Portal" and the main heading is "Reset Password". A message states: "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." Below this, user details are listed: User ID: JDoe, Last Name: Doe, First Name: John, and E-mail: John.doe@xerox.com. A yellow "Reset Password" button is highlighted. A dialog box titled "Message from webpage" is overlaid on the screen, containing a question mark icon and the text "Are you sure you want to reset this user's password?". The dialog box has "OK" and "Cancel" buttons at the bottom.

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**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                      First Name: John  
E-mail: John.doe@xerox.com

**Reset Password**

Message from webpage

Are you sure you want to reset this user's password?

OK      Cancel

Password Rest confirmation page will appear.

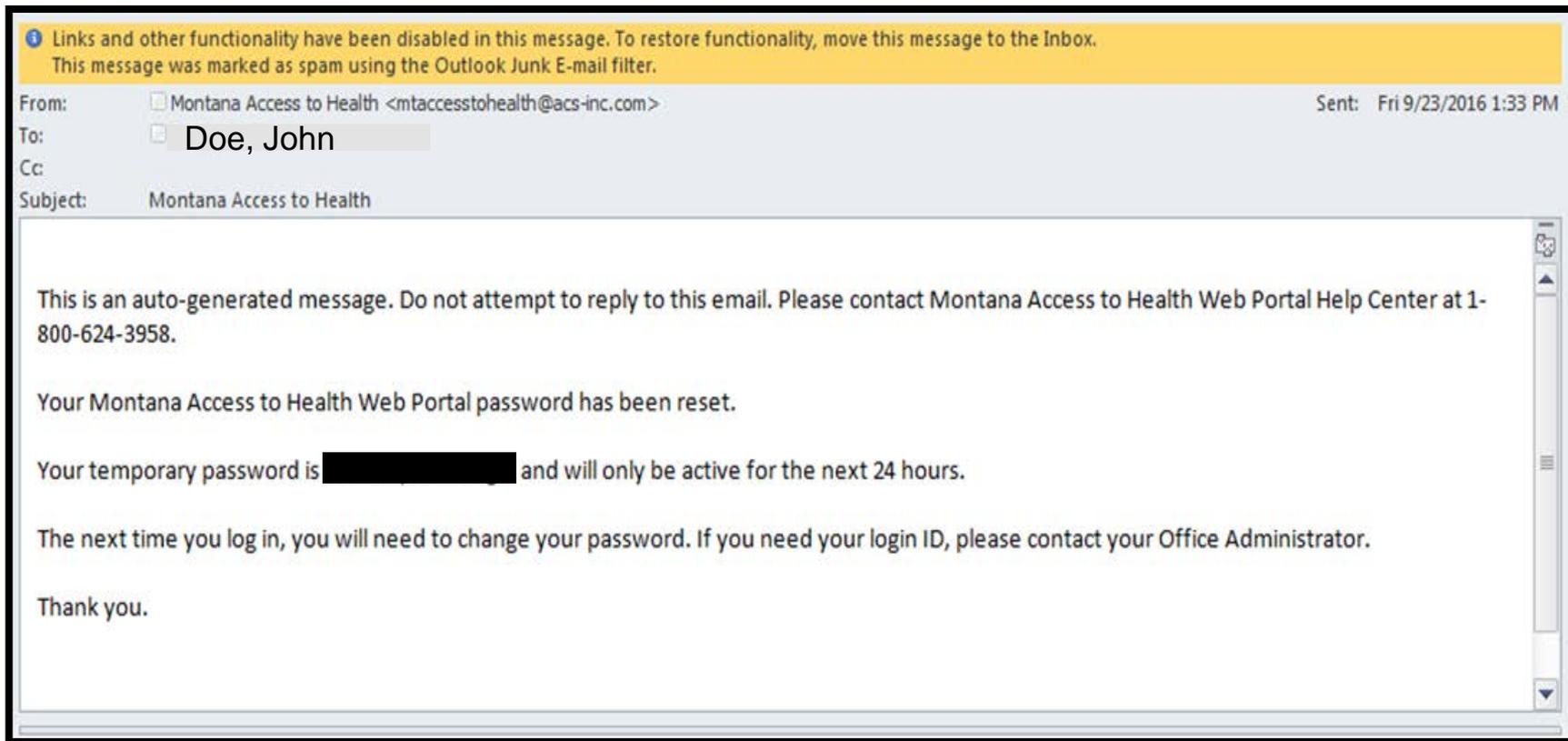
- To return to the Welcome to Montana Access to Health Web Portal home page, click the Return to Log In button.



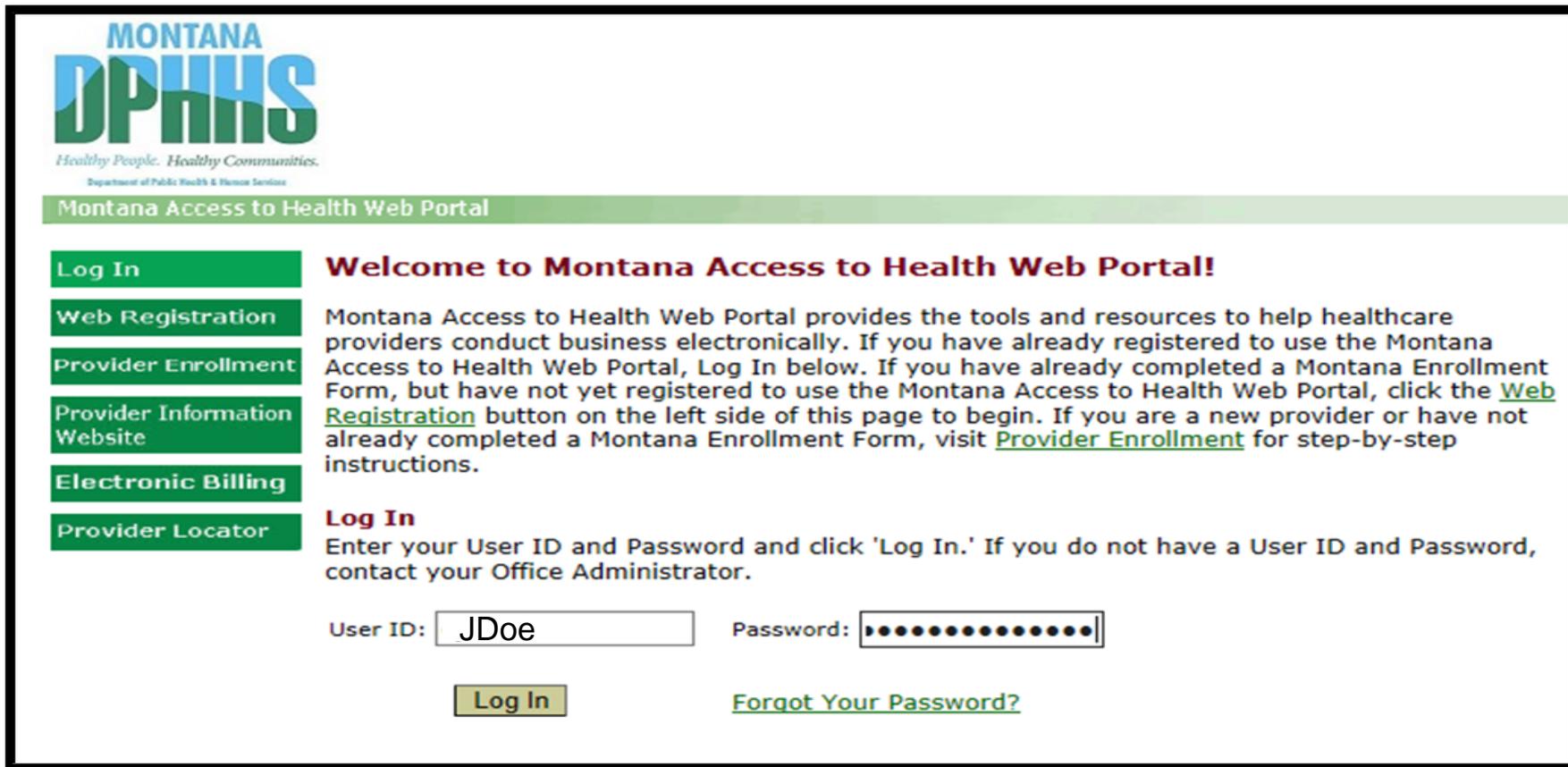
The screenshot shows a web page for the Montana Department of Public Health & Human Services (DPHHS). At the top left is the DPHHS logo with the tagline "Healthy People. Healthy Communities." and "Department of Public Health & Human Services". Below this is a green horizontal bar with the text "Montana Access to Health Web Portal". The main heading is "Password Reset" in a dark red font. Underneath, it says "Thank you..." followed by a horizontal dashed line. The confirmation message reads: "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 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.



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

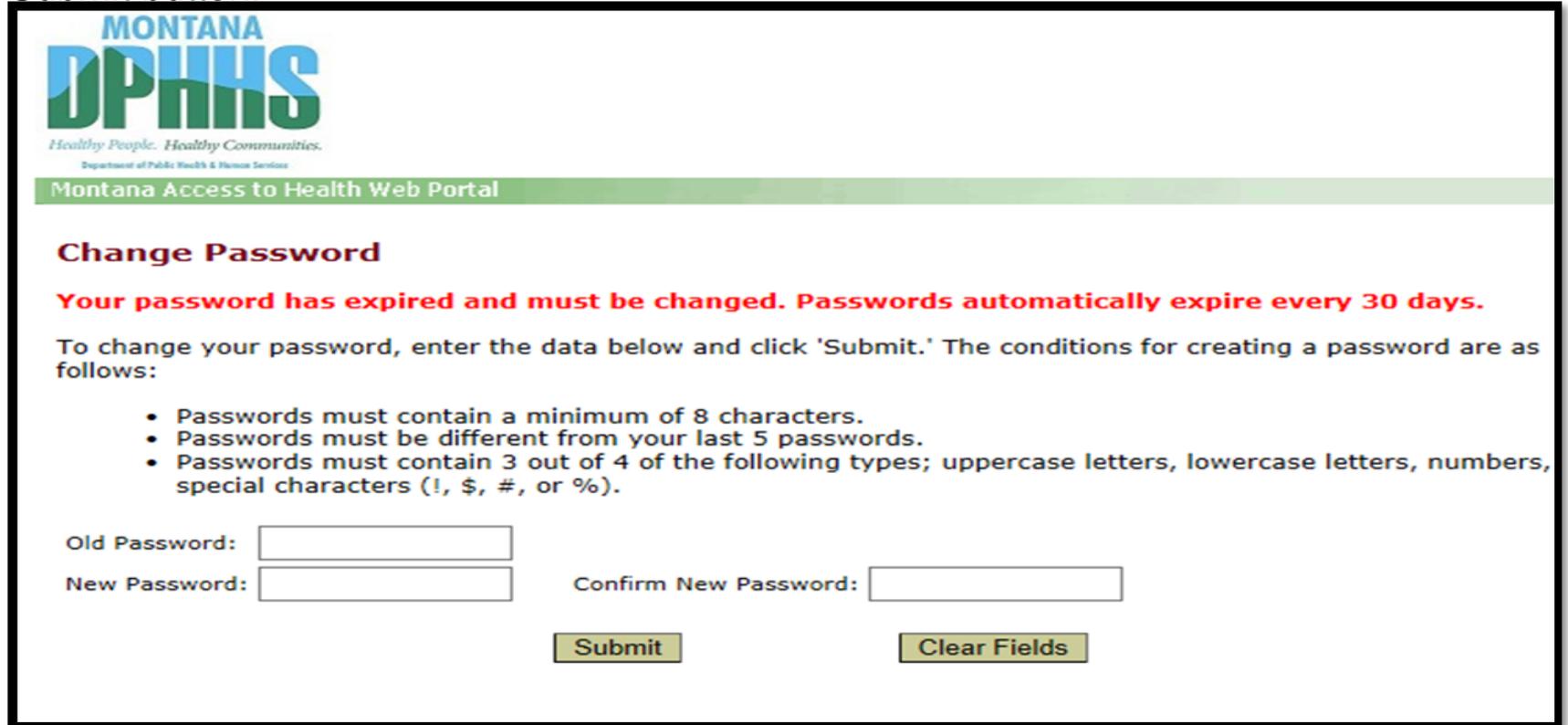
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**Log In**  
Enter your User ID and Password and click 'Log In.' If you do not have a User ID and Password, contact your Office Administrator.

User ID:  Password:

[Forgot Your Password?](#)

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.



The screenshot shows the Montana Department of Public Health & Human Services (DPHHS) website. At the top left is the DPHHS logo with the tagline "Healthy People. Healthy Communities." and "Department of Public Health & Human Services". Below this is a green banner that reads "Montana Access to Health Web Portal". The main heading is "Change Password" in a dark red font. A red warning message states: "Your password has expired and must be changed. Passwords automatically expire every 30 days." Below this, a blue instruction reads: "To change your password, enter the data below and click 'Submit.' The conditions for creating a password are as follows:" followed by a bulleted list of password requirements. The form contains three input fields: "Old Password:", "New Password:", and "Confirm New Password:". At the bottom of the form are two buttons: "Submit" and "Clear Fields".

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## 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:

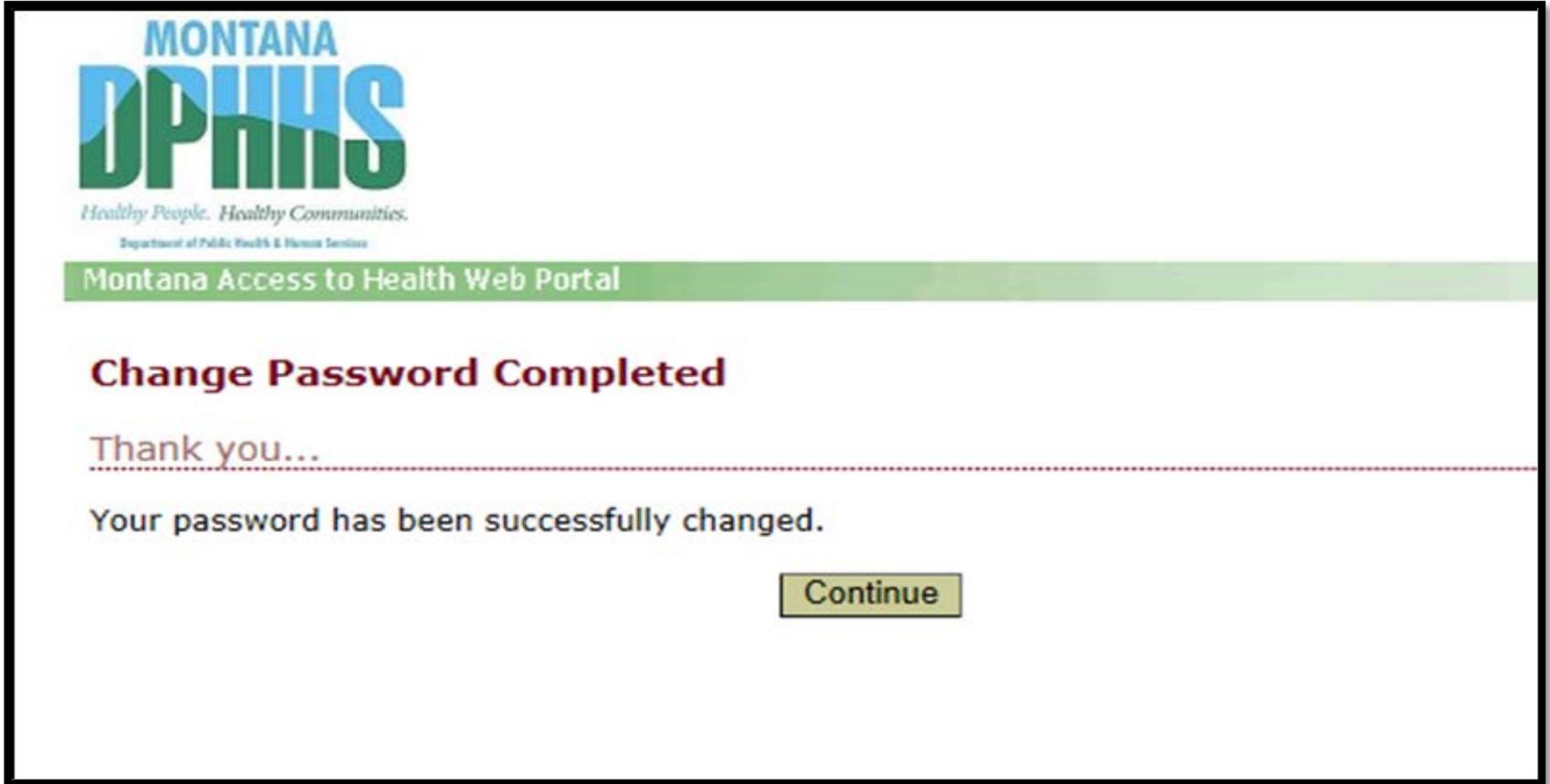
- Passwords must contain a minimum of 8 characters.
- Passwords must be different from your last 5 passwords.
- Passwords must contain 3 out of 4 of the following types; uppercase letters, lowercase letters, numbers, special characters (!, \$, #, or %).

Old Password:

New Password:

Confirm New Password:

User's password has been reset.



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Montana Access to Health Web Portal

**Change Password Completed**

Thank you...

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Your password has been successfully changed.

Continue

 **WORK CAN WORK BETTER™** 

