

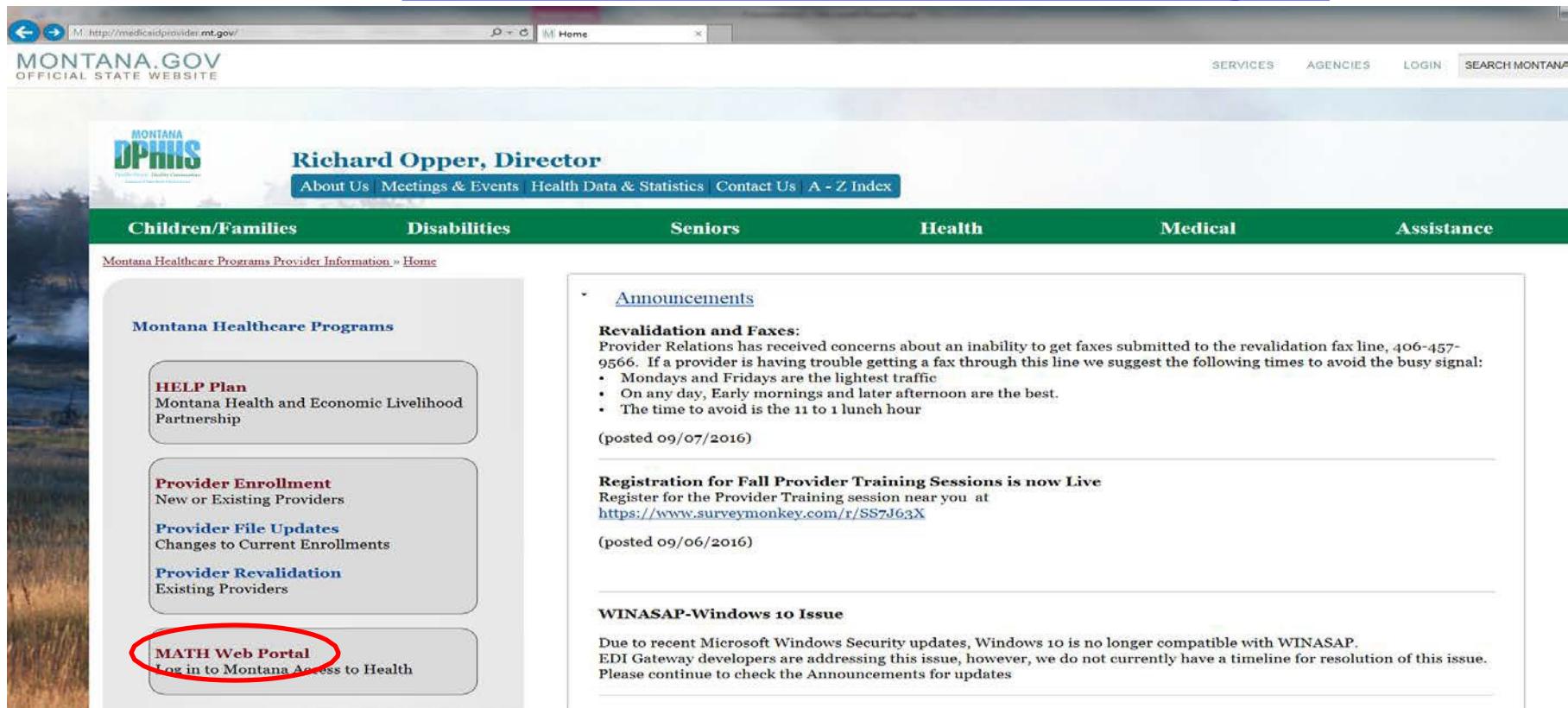
MATH Web Portal

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.medicaidprovider.mt.gov



The screenshot shows the official state website of Montana (MONTANA.GOV) with a specific focus on Medicaid provider information. The top navigation bar includes links for SERVICES, AGENCIES, LOGIN, and a SEARCH MONTANA field. The main content area features a banner for the Director, Richard Opper, and a navigation menu with categories: Children/Families, Disabilities, Seniors, Health, Medical, and Assistance. A sidebar on the left lists various programs and links, including the MATH Web Portal, which is circled in red. The main content area contains several announcements, such as 'Revalidation and Faxes' and 'Registration for Fall Provider Training Sessions is now Live', along with their respective posting dates.

MONTANA.GOV
OFFICIAL STATE WEBSITE

M: <http://medicaidprovider.mt.gov/>

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)

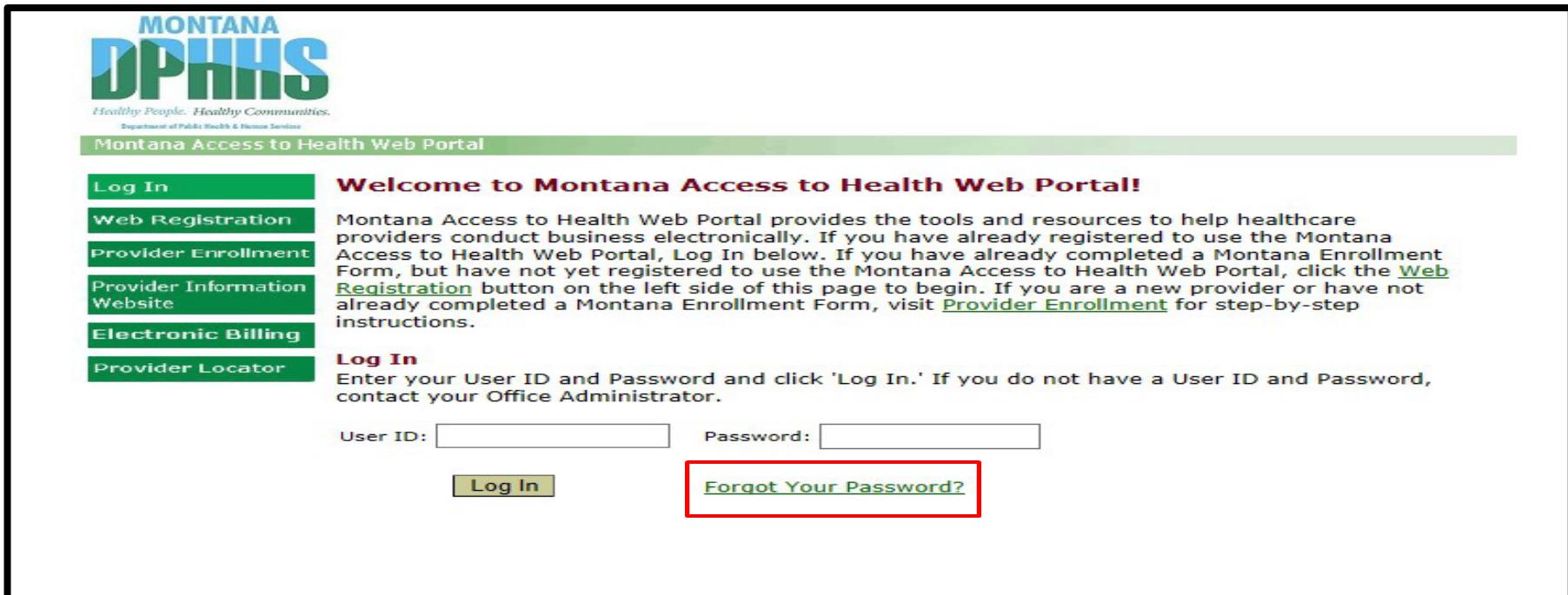
WINASAP-Windows 10 Issue
Due to recent Microsoft Windows Security updates, Windows 10 is no longer compatible with WINASAP. EDI Gateway developers are addressing this issue, however, we do not currently have a timeline for resolution of this issue. Please continue to check the Announcements for updates

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.



The screenshot shows the 'Montana Access to Health Web Portal' homepage. The page features the Montana Department of Public Health & Human Services (DPHHS) logo with the tagline 'Healthy People. Healthy Communities.' and 'Department of Public Health & Human Services'. A green navigation bar at the top includes links for 'Log In', 'Web Registration', 'Provider Enrollment', 'Provider Information Website', 'Electronic Billing', and 'Provider Locator'. The main content area has a red header 'Welcome to Montana Access to Health Web Portal!'. Below it, a text block explains the portal's purpose and provides instructions for existing users and new providers. A 'Log In' section contains fields for 'User ID' and 'Password', and buttons for 'Log In' and 'Forgot Your Password?'. The 'Forgot Your Password?' link is highlighted with a red box.

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.



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.

The image shows the 'Montana Access to Health Web Portal' with the 'Reset Password User Search' section. The 'User ID' field contains 'J Doe' and the 'Last Name' field is empty. A message box titled 'Message from webpage' displays the error: 'Last Name is required. First Name is required.' with an 'OK' button.

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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:

Reset Password **Clear Fields**

Message from webpage

Last Name is required.
First Name is required.

OK

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.



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:

Reset Password **Clear Fields**

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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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	JDoe

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.



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

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

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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

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.



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Montana Access to Health Web Portal

Password Reset

Thank you...

The password for user ' John Doe ' has been reset. The user will be e-mailed a single use password.

[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.

Links and other functionality have been disabled in this message. To restore functionality, move this message to the Inbox.
This message was marked as spam using the Outlook Junk E-mail filter.

From: Montana Access to Health <mtaccessstohealth@acs-inc.com> Sent: Fri 9/23/2016 1:33 PM
To: Doe, John
Cc:
Subject: Montana Access to Health

This is an auto-generated message. Do not attempt to reply to this email. Please contact Montana Access to Health Web Portal Help Center at 1-800-624-3958.

Your Montana Access to Health Web Portal password has been reset.

Your temporary password is [REDACTED] and will only be active for the next 24 hours.

The next time you log in, you will need to change your password. If you need your login ID, please contact your Office Administrator.

Thank you.

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



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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:

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.



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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.



Department of Public Health & Human Services

Montana Access to Health Web Portal

Change Password Completed

Thank you...

Your password has been successfully changed.

[Continue](#)