

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

The screenshot shows the Montana Medicaid Provider Portal website. At the top, there is a navigation bar with the Montana.gov logo and links for SERVICES, AGENCIES, LOGIN, and a SEARCH MONTANA field. Below this is a banner for Richard Oppen, Director, with links for About Us, Meetings & Events, Health Data & Statistics, Contact Us, and A - Z Index. A green navigation bar contains links for Children/Families, Disabilities, Seniors, Health, Medical, and Assistance. The main content area is divided into two columns. The left column, titled 'Montana Healthcare Programs', contains four links: HELP Plan, Provider Enrollment, Provider File Updates, and Provider Revalidation. The 'MATH Web Portal' link is circled in red. The right column, titled 'Announcements', contains three sections: Revalidation and Faxes, Registration for Fall Provider Training Sessions, and WINASAP-Windows 10 Issue.

MONTANA.GOV
OFFICIAL STATE WEBSITE

SERVICES AGENCIES LOGIN SEARCH MONTANA

MONTANA DPHHS
Public Health | Health Communication | Community Health Improvement

Richard Oppen, 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
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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.



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.

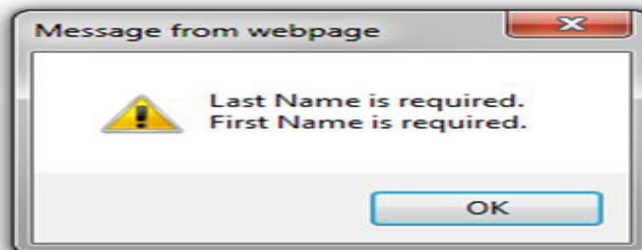
* User ID:

* Last Name:

* First Name:

Reset Password

Clear Fields



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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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.



The screenshot shows the Montana Department of Public Health & Human Services (DPHHS) logo at the top left, with the tagline 'Healthy People. Healthy Communities.' and 'Department of Public Health & Human Services' below it. A green banner across the top reads 'Montana Access to Health Web Portal'. The main heading is 'Reset Password' in red. Below this, 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.' The user information is displayed as follows: 'User ID:' followed by 'JDoe', 'Last Name:' followed by 'Doe', and 'E-mail:' followed by 'John.Doe@xerox.com' (which is underlined in blue). To the right of this, 'First Name: John' is displayed. At the bottom center, there is a button labeled 'Reset Password' which is highlighted with a red rectangular border.

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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
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.



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 Reset 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

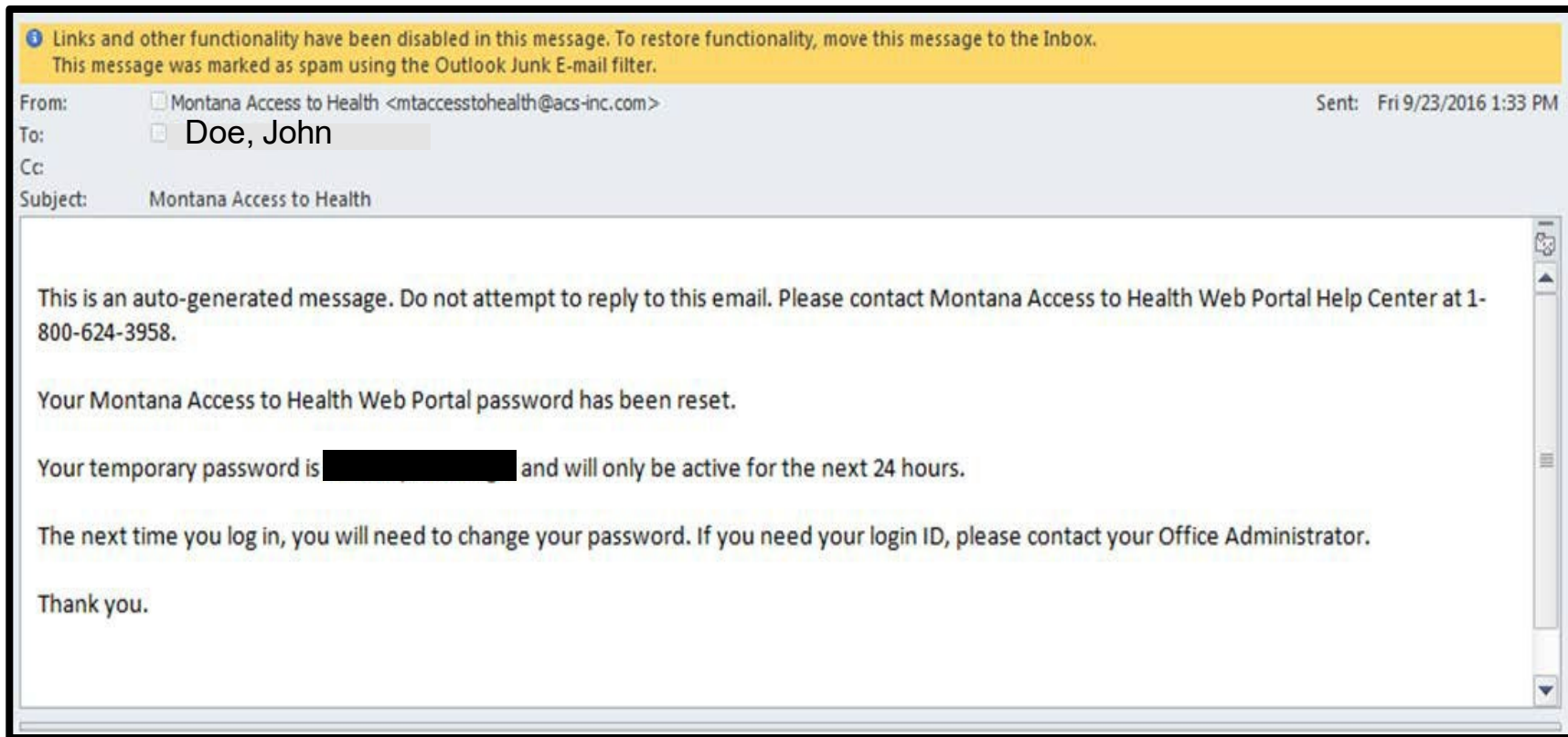
Thank you...

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.



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.



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Montana Access to Health Web Portal

Change Password Completed

Thank you...

Your password has been successfully changed.

Continue