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

http://medicaidprovider.mt.gov/ | Home

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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

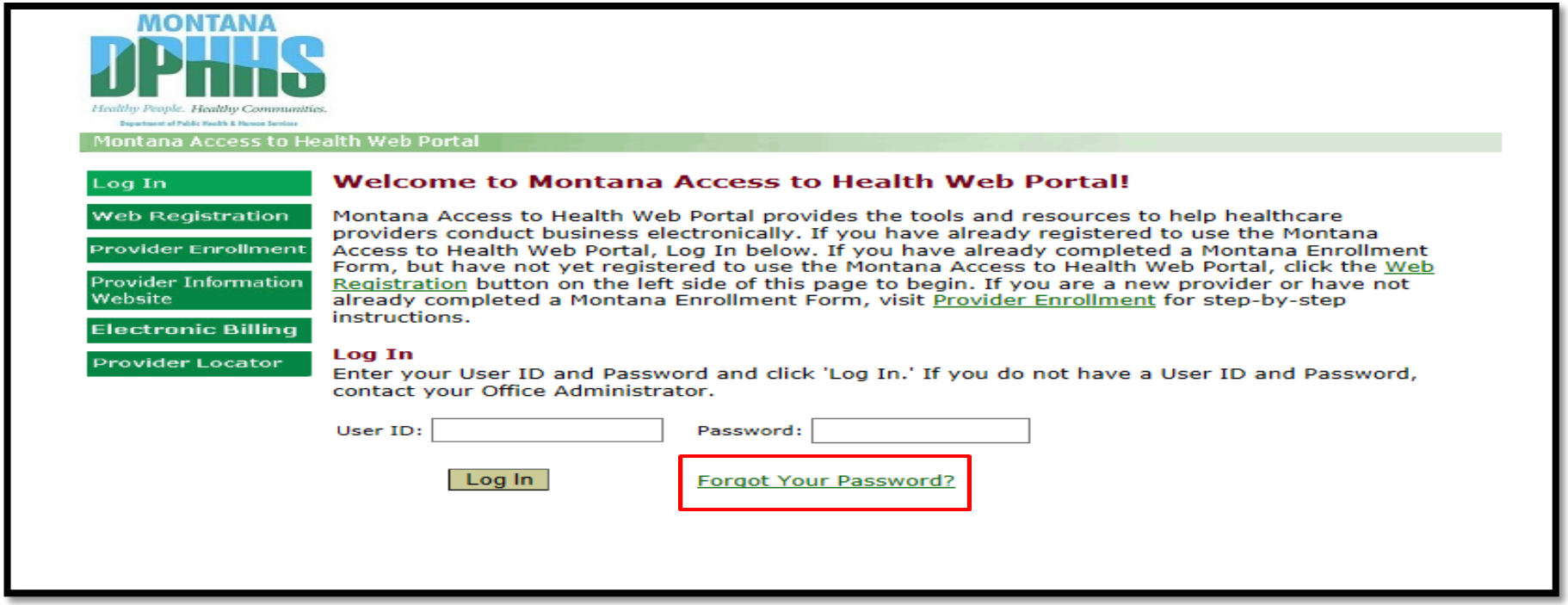
Due to recent Microsoft Windows Security updates, Windows 10 is no longer compatible with WINASAP.
EDI Gateway developers are addressing this issue, however, we do not currently have a timeline for resolution of this issue.
Please continue to check the Announcements for updates

Password Resets

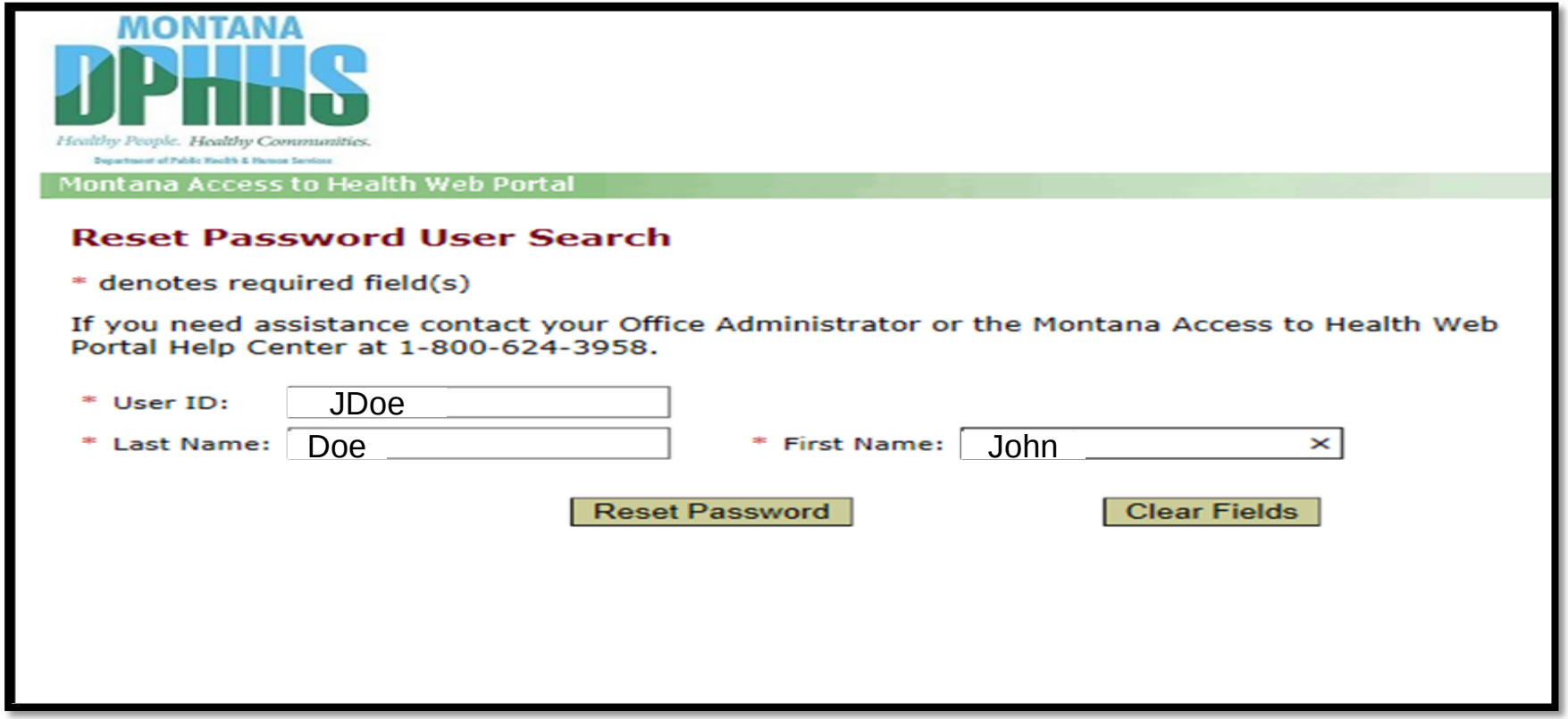
Effective 10/3/2016, you will no longer need to contact Provider Relations via telephone for a Web Portal password reset. A self-serve reset function in the portal is now available. All other Web Portal telephone inquiries should be directed to the EDI phone line, option 2.

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.

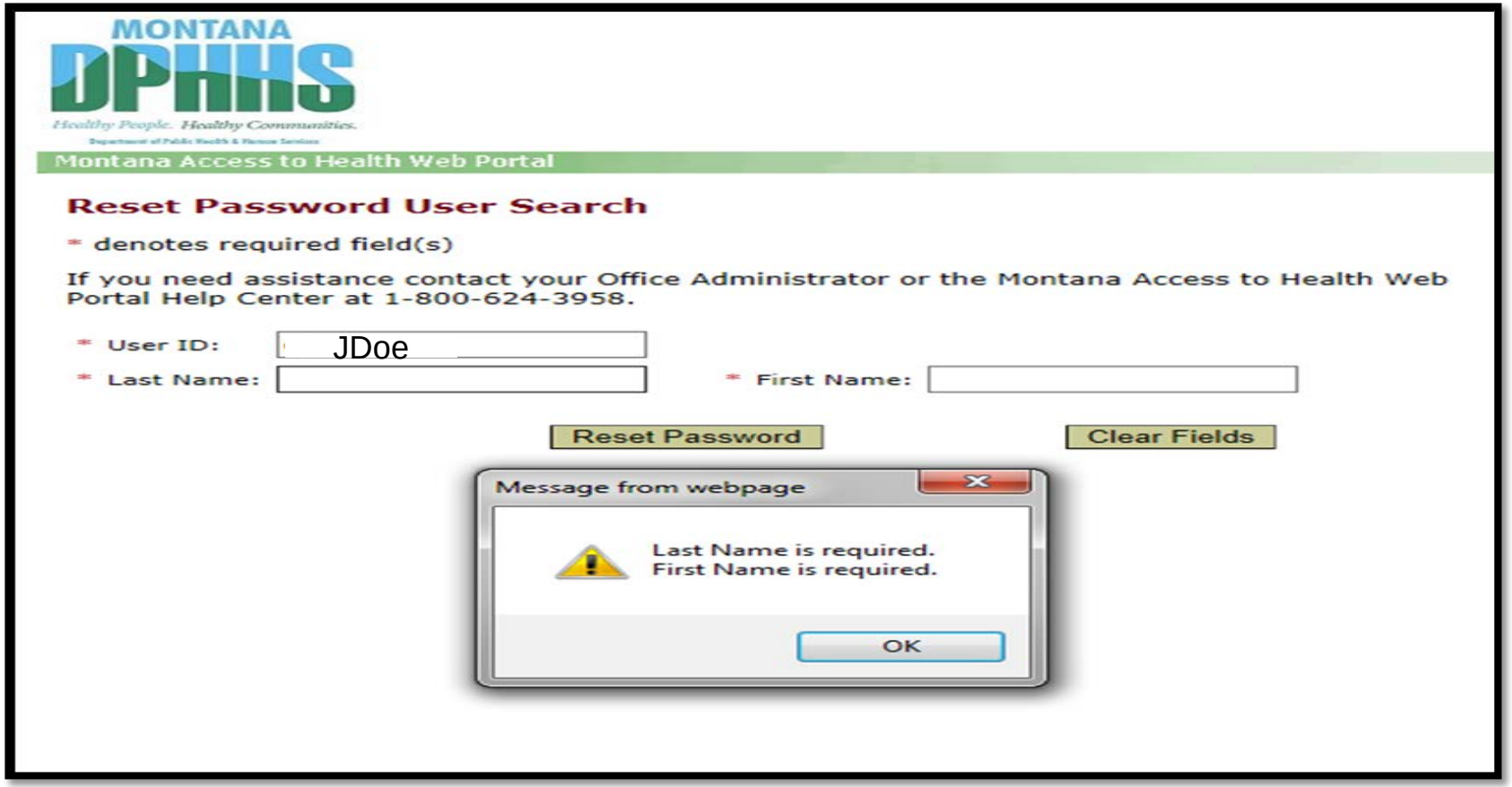
The “Forgot Your Password” link located on the Welcome to Montana Access to Health Web Portal page will now direct the user to a page where the password reset process will begin.



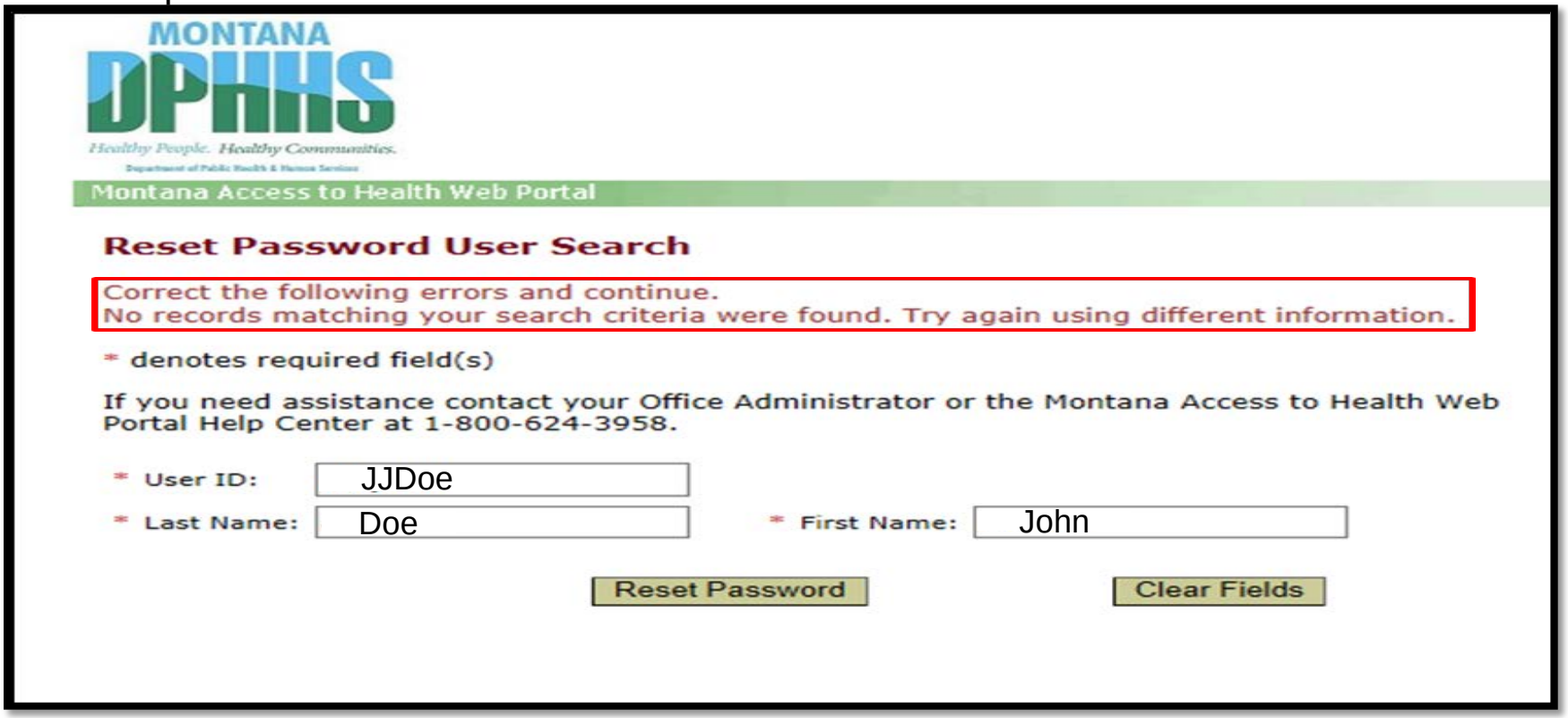
Users will be required to enter the User ID, Last Name and First Name to continue with the password reset.



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

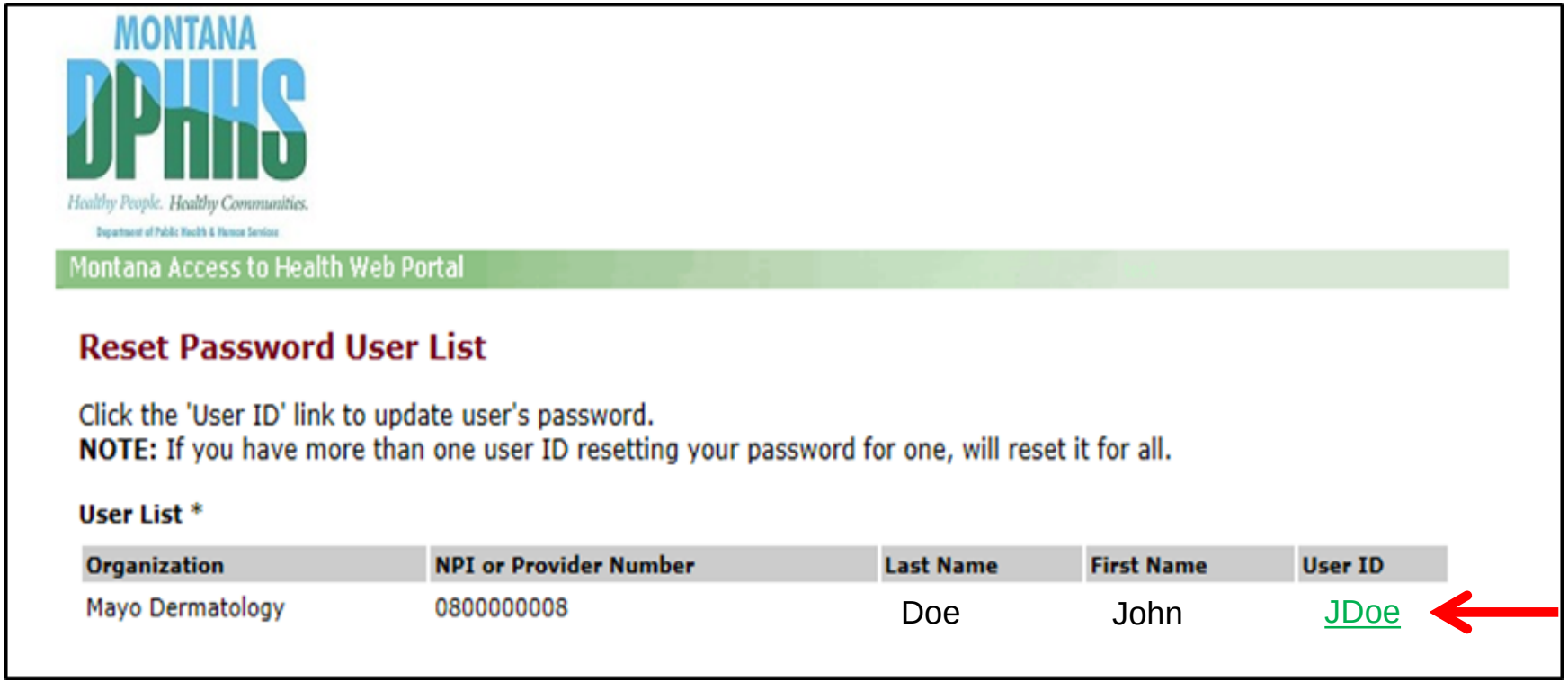


If the User ID, Last Name and First Name do not match any records the user will need to contact the Office Administrator of the account or call the Montana Access to Health Web Portal Help Center for assistance.



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

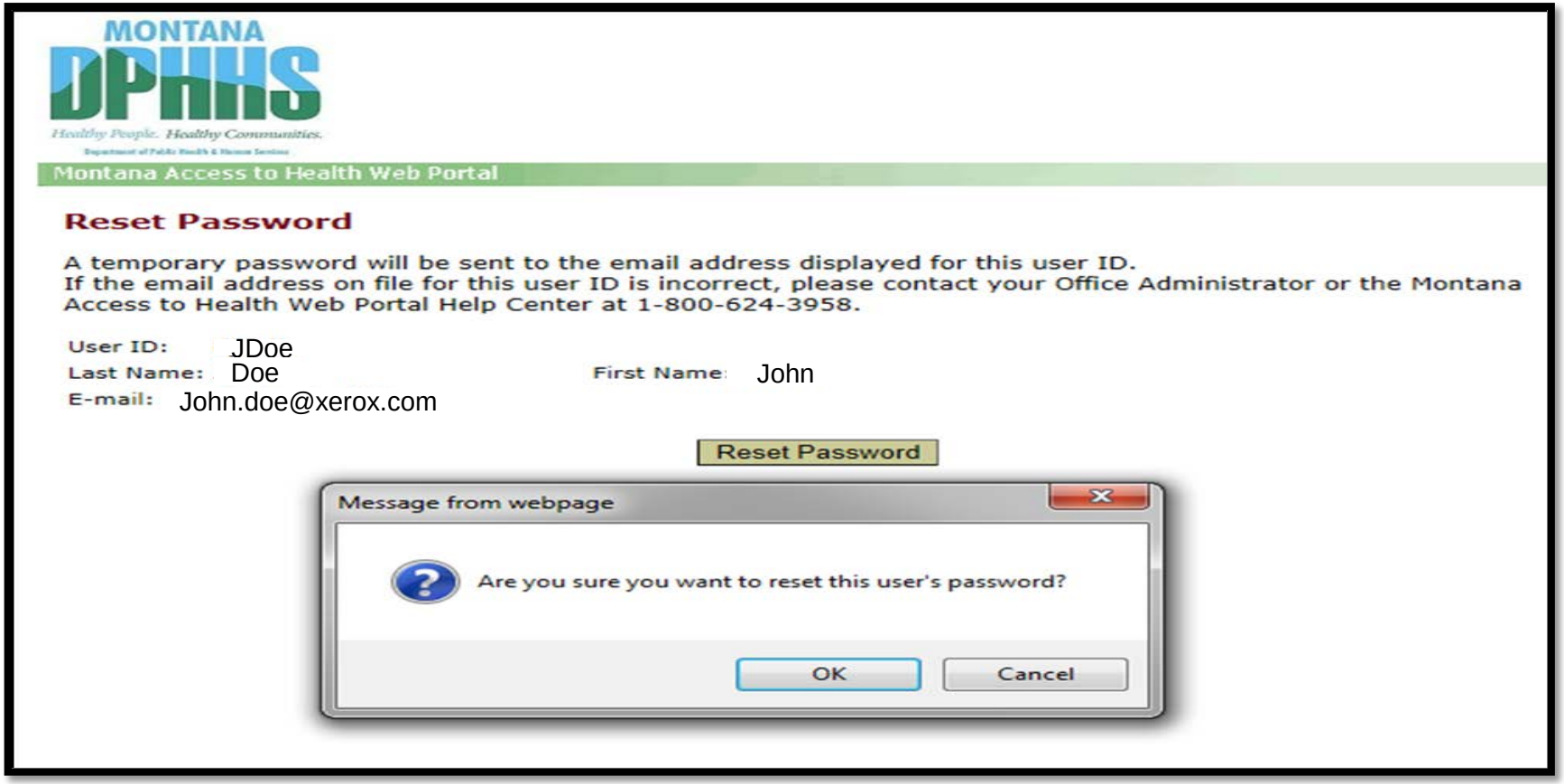
- If the user has multiple organizations listed under one User ID resetting the password for one, will reset it for all.



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.

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



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 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 <mtaccesstohealth@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.

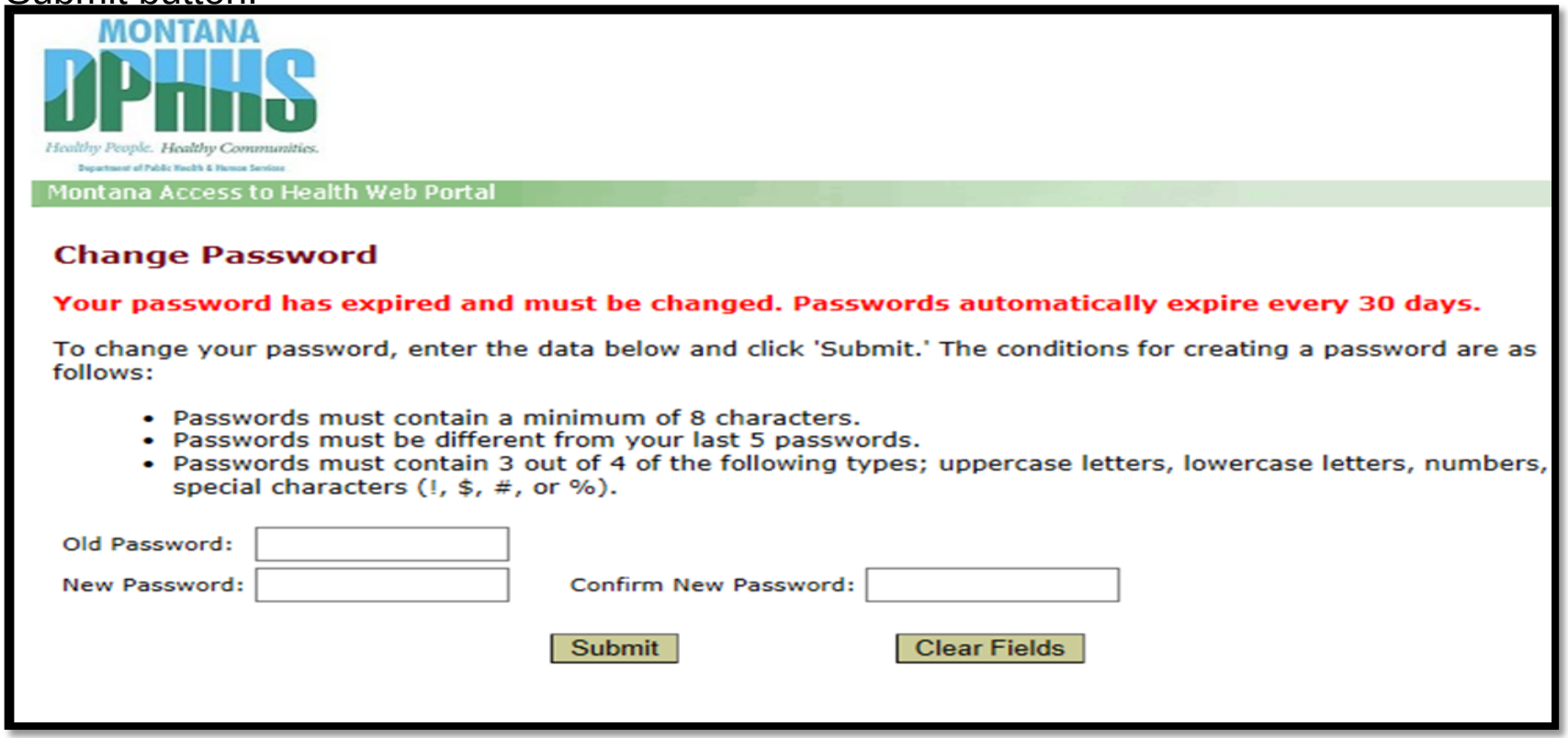
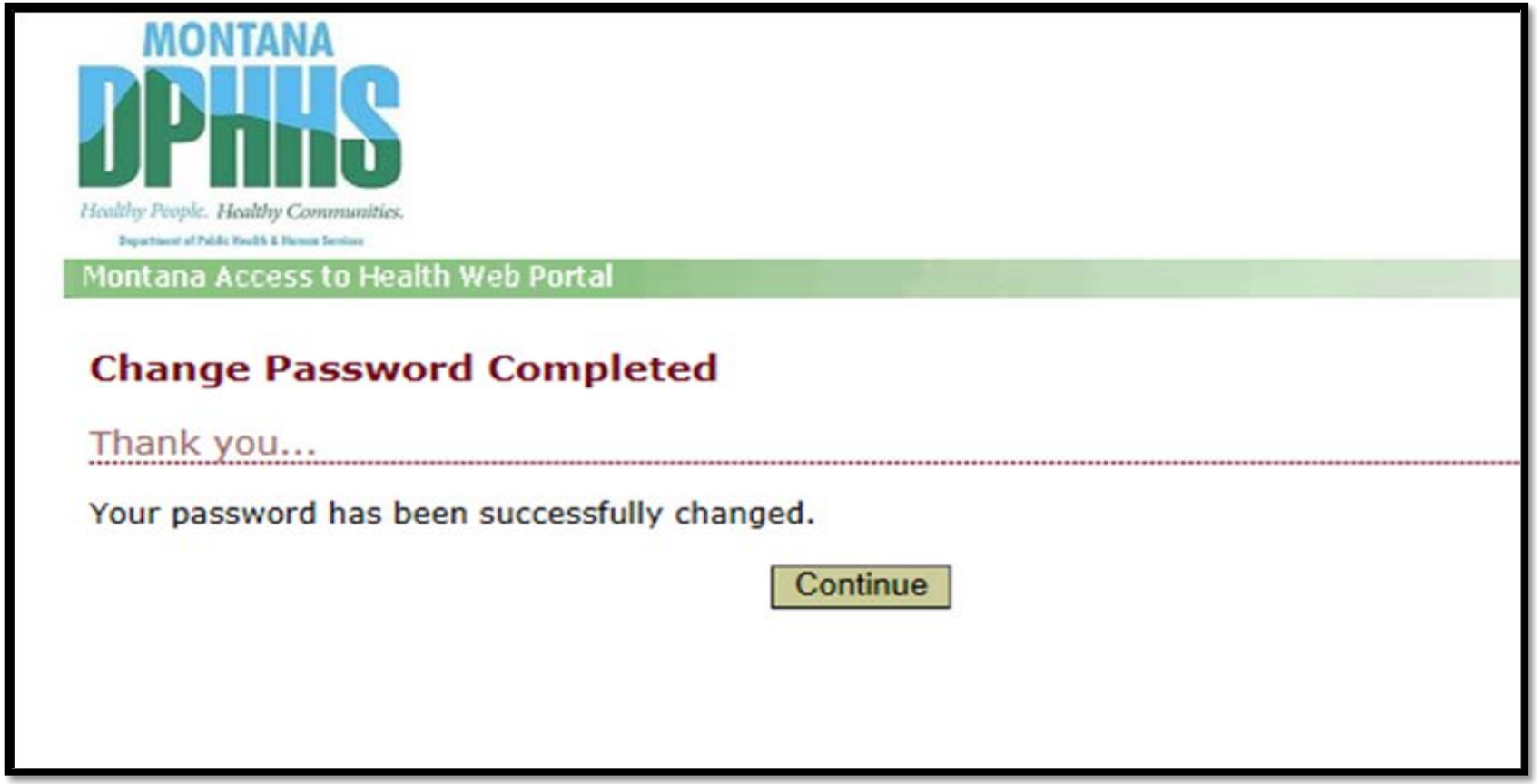
Your temporary password is [redacted] and will only be active for the next 24 hours.

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.

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.



User’s password has been reset.