

## Already Registered Users Help Guide

Effective Monday, April 13, 2026, the Montana Provider Services Portal must be accessed through the MES Integrated Customer Access Portal (ICAP) at (<https://portal.mt.healthinteractive.net/icapPortal/>).

Existing users of the Provider Services Portal will be automatically transitioned to ICAP using the email address currently on file. Between **April 6–10, 2026**, users will receive the following two emails:

1. The first email will provide existing users with the ICAP Username provisioned for them.
2. The second email will provide the user with a temporary password used to log in to ICAP for the first time. Users will be required to change this temporary password.

**Note:** To ensure you receive important notifications during our transition to Single Sign-On, please take the following steps:

Check your spam or junk folder for any emails from [noreply@mt.healthinteractive.net](mailto:noreply@mt.healthinteractive.net) and mark them as "Not Spam" or "Not Junk."

Add [noreply@mt.healthinteractive.net](mailto:noreply@mt.healthinteractive.net) to your contacts or "Safe Senders" list to ensure all future communications reach your inbox.

You may register for the new system early; however, the Provider Services Portal through ICAP will not be active until April 13, 2026. Please continue using your current access method until then.

The instructions below explain how existing users can access the Montana Provider Services Portal using MES ICAP.

1. Use the link provided in the email to access the Montana Provider Portal website.

Figure 1-1: Account set up confirmation email

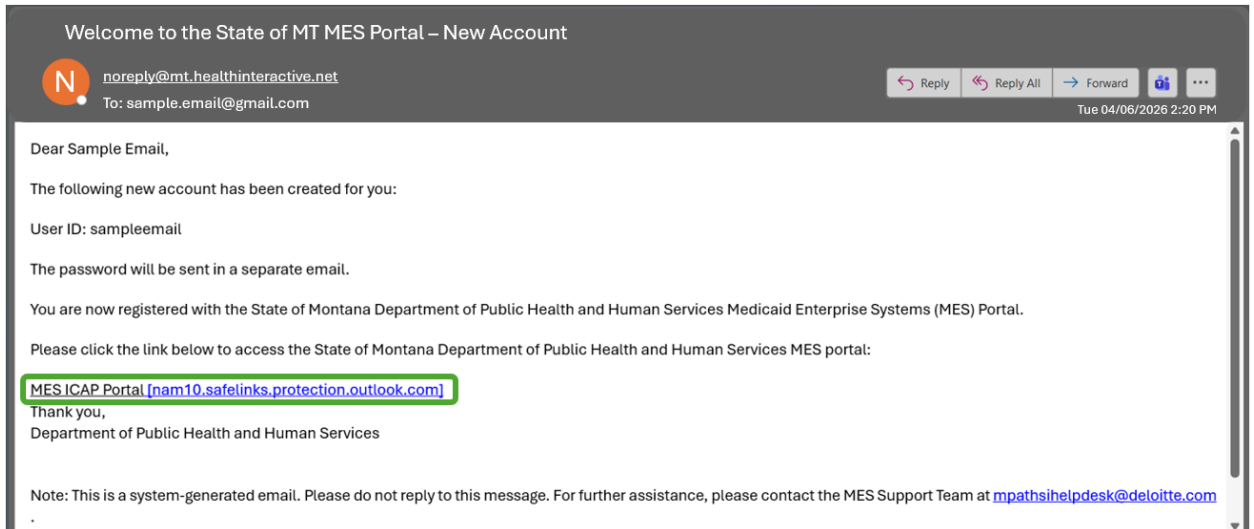
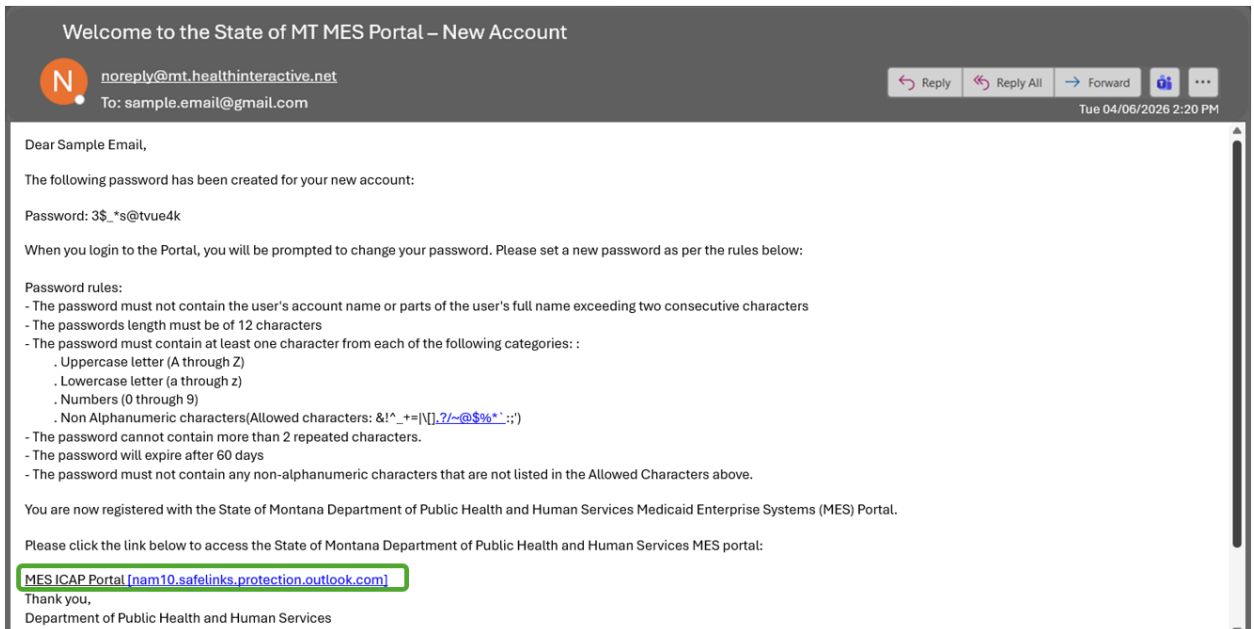


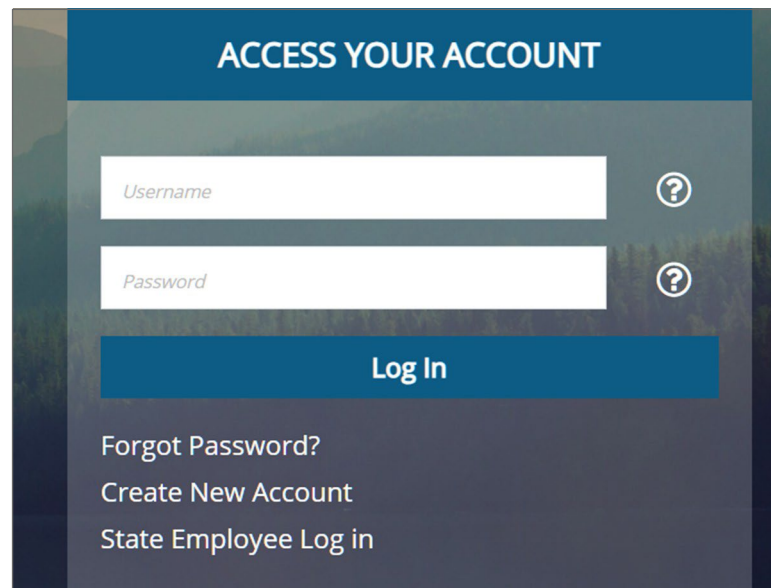
Figure 1-2: Temporary password email



2. To access your account, enter your email address in the Username field and your temporary password in the Password field. Select **Log In**.

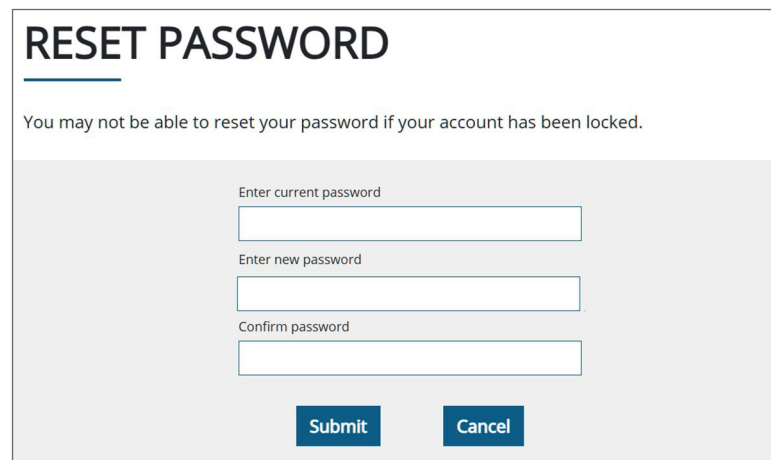
**Note:** A prompt to change the password will appear.

Figure 1-3: Access Your Account



3. Reset your password using the steps below.

Figure 1-4: Reset Password



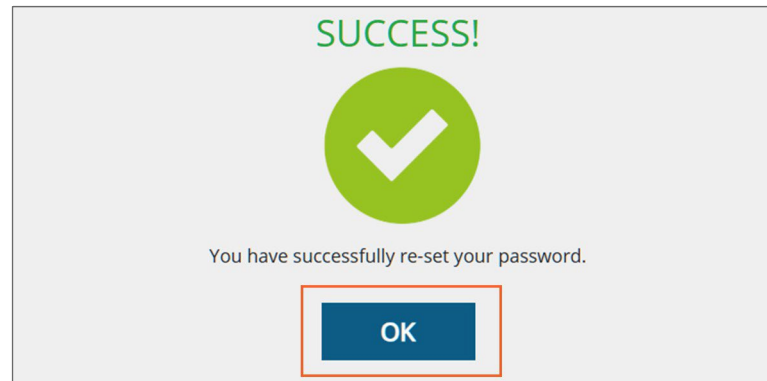
- a. Enter your temporary password provided in the email in the Enter current password field.
- b. Enter your new password and re-type it in the Enter new and Confirm password fields.

**Important:** Passwords must meet the minimum criteria when created. You will not be able to proceed if your password does not meet the guidelines listed. <Insert here the minimum requirements, you may need to get them from Justin>

- c. Select **Submit**.
4. Select **OK** to close the password reset success message.

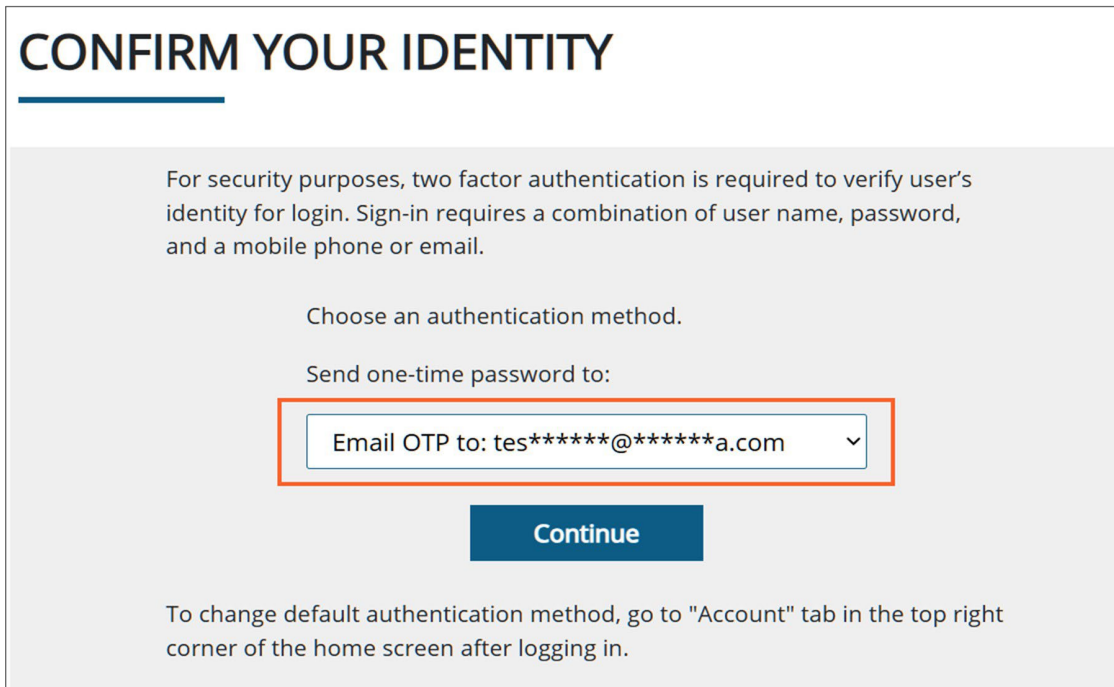
**Note:** You will receive an email confirmation stating: You have successfully re-set your password.

**Figure 1-5: Password Reset**



5. You will be redirected to the login screen. Enter your Username (email) and new Password to access your account. Select **Log In**.
6. The Confirm Your Identity screen will appear to choose your authentication method for a one-time password: **Email** or **Mobile Phone** and select **Continue**.

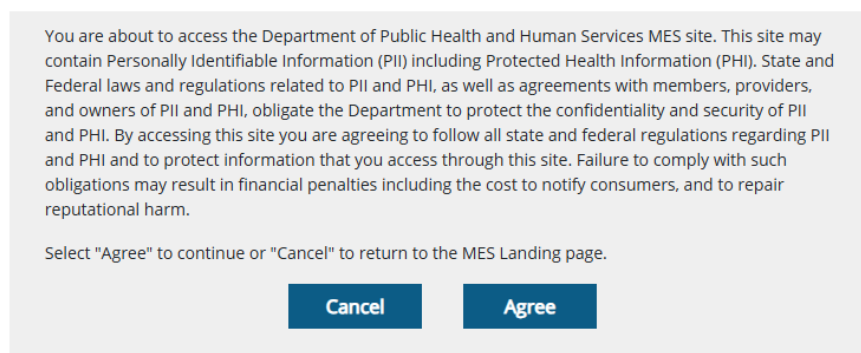
**Figure 1-6: Confirm Your Identity**



7. Enter the code sent to your selected authentication method in the One-Time Password field and select **Continue**.
8. Read and select **Agree** on the Security Notice screen.

Figure 1-7: Security Notice

## SECURITY NOTICE



9. Complete the steps below on the Reset Security Questions screen.

Figure 1-8: Reset Security Questions

**RESET SECURITY QUESTIONS**

You may not be able to reset your security questions if your account has been locked.

**Password**

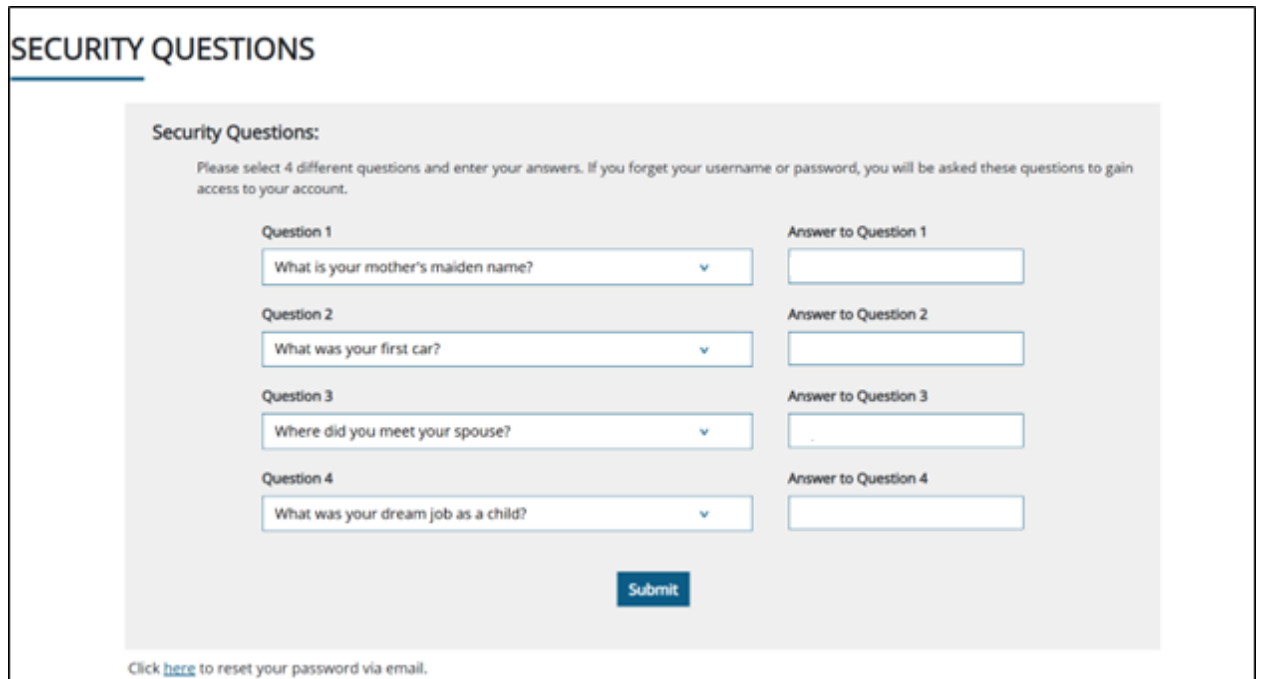
Required

Please click on "Next" to reset your security questions.  
Click on "Cancel" to return to the "Account Settings" page.

**Next** **Cancel**

- a. Enter your Password and select **Next**.

Figure 1-9: Security Questions



**SECURITY QUESTIONS**

**Security Questions:**  
Please select 4 different questions and enter your answers. If you forget your username or password, you will be asked these questions to gain access to your account.

Question 1	What is your mother's maiden name?	Answer to Question 1
Question 2	What was your first car?	Answer to Question 2
Question 3	Where did you meet your spouse?	Answer to Question 3
Question 4	What was your dream job as a child?	Answer to Question 4

**Submit**

Click [here](#) to reset your password via email.

- b. Select four (4) different security questions (different from the screenshot above) and answer each in the boxes provided. If you forget your username or password, you will be asked these questions to regain access to your account.
- c. Select **Submit**.

10. Select **OK** to close the security reset success message.

11. On the Home screen select the **Provider** tile.

12. Select **Continue** to be routed to the Montana Provider Portal.

**Reminder:** Although users may register early, access to the Provider Services Portal through ICAP will only be available beginning April 13, 2026. Users will continue to access the Provider Services Portal as usual until April 10, 2026.