



PRIMARY CARE MONTANA (PCMT) PROVIDER TECHNICAL ASSISTANCE FACT SHEET

Program Overview

Montana’s redesigned Medicaid Primary Care Case Management (PCCM) program supports primary care providers through a tiered model that recognizes differences in practice size, staffing, and infrastructure. The program offers a glidepath toward higher levels of population health management, with increasing expectations as practices progress.

Technical Assistance is a core component of the PCCM redesign and is intended to support success and sustained participation across Tier 1 and Tier 2.

Tier 1	Tier 2	Tier 3
“Basic” Ensuring preventive services	“Plus” Managing transitions of care	“Advanced” Fully managing complex populations

Provider Technical Assistance (TA) Overview

Provider Technical Assistance is designed to help practices understand PCCM requirements, assess readiness, and implement practical workflow changes needed for participation and advancement in Primary Care Montana (PCMT).

Technical Assistance is:

- Practice-centered and hands-on
- Aligned directly to Tier 1 and Tier 2 participation requirements
- Designed to minimize administrative burden
- Tailored to rural, Tribal, and small practice settings

Technical Assistance is intended to support providers in meeting program expectations at a pace that reflects each practice’s capacity and readiness.

Objectives of the Provider TA Program

The Provider TA Program is designed to:

- Support successful participation in Tier 1 and Tier 2 of PCMT
- Help practices translate PCCM requirements into day-to-day workflows
- Strengthen care coordination, data use, and quality improvement capabilities
- Support sustained participation and readiness for tier advancement over time



Who is Eligible for TA

Provider TA is available for:

- Primary care providers participating in, or considering participation in, PCMT
- Practices entering Tier 1 or Tier 2
- Practices seeking to sustain participation or prepare for advancement

Practices may enter the TA program at different times based on readiness and capacity.

What TA Includes

Provider TA is delivered through a combination of individualized and group-based support, including:

- **Practice Readiness Assessment and TA Roadmap**
 - Structured review of current workflows related to Tier 1 and Tier 2 expectations
 - Assessment of staffing, access, care coordination, and data use
 - Identification of strengths, gaps, and recommended starting tier
 - Development of a practice-specific TA roadmap with clear milestones
- **Individualized Practice Coaching (1:1 Support)**
 - Support translating Tier requirements into practical workflows
 - Use of toolkits and templates (e.g., job descriptions, workflows, policies, and procedures)
 - Review of care gap, utilization, or performance data and identification of improvement actions
 - Ongoing tracking of progress against the TA roadmap
 - Adjustment of pace and scope based on staffing and practice capacity
 - Meeting frequency tailored to practice need and availability
- **Shared Learning and Peer Exchange**
 - Virtual, topic-based webinars aligned to Tier 1 and Tier 2 requirements
 - Tier-specific tracks to reflect different starting points
 - Peer sharing and practical examples from participating practices
 - Topics refined over time based on readiness assessment findings and provider needs
- **Data Literacy and Performance Improvement Support**
 - Support understanding PCMT performance measures
 - Guidance on interpreting care gap, utilization, and performance reports
 - Integration of data into routine workflows
 - Emphasis on data-to-action, not additional reporting

How Provider TA Fits Into PCMT Participation



TA may support practices:

- **Before enrollment:** readiness assessment and participation planning
- **During enrollment:** support with attestations and early system navigation is available
- **After program launch:** sustaining participation and supporting advancement

How to Get Started

Providers interested in participating in TA should:

- Sign up for the PCMT Provider TA Program by May 15th using the link or QR code below:
<https://bit.ly/PCMTTA-Register>



- Collaboratively complete a readiness and current-state assessment with their assigned TA Coach
- Meet with their TA Coach and review a customized roadmap
- Begin coaching and learning collaborative participation

For more information, contact the Health Resources Division at
MTPrimaryCarePrograms@mt.gov or call (406) 444-0991

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