

Member Eligibility: Member enrollment and eligibility will remain unchanged.

Provider Enrollment: All providers must complete enrollment with the new vendor to continue delivering NEMT services through Montana Medicaid after 10/1/2026. The Department and Modivcare are committed to ensuring this transition is as seamless as possible, and technical assistance will be available throughout the enrollment process. Modivcare will directly subcontract with transportation providers. Conduent will no longer serve as the enrollment broker for NEMT providers.

Call Center: The new call center is designed for scalability, allowing wait times to be reduced quickly if needed.

The reservation line for members will retain the same number, (800) 292-7114, and transition to 24-hour availability. Two additional lines will be added to support providers and facilities in connecting with the appropriate contacts and addressing the specialized assistance they need.

- Member Reservation Line: (800) 292-7114
- Transportation Provider Line: (866) 726-1471
- Facility Line: (866) 726-1469

Technology Enhancements: A digital member application and secure member portal will enable members to request transportation services and submit prior authorization requests. Healthcare providers will be able to schedule rides on behalf of members through a dedicated facility portal. Transportation providers will also have access to a digital application for ride tracking, appointment confirmation through geofencing, and additional online tools designed to support operational efficiency.

Prior Authorization: Prior authorizations will no longer be required for round-trips under 200-miles. Prior authorizations will continue to be required for trips exceeding 200 miles round-trip, out-of-state travel, and per diem requests. Prior authorization reviews will be conducted by the NEMT program officer through DPHHS and coordinated via Modivcare.

Personal Transportation: Members may use the digital member application to capture geocoordinates, time, mileage, and provider signatures. Members who prefer not to use the app may request reimbursement through the reservation line and can opt to receive SMS updates. Modivcare offers multiple payment options to meet diverse member needs.

Billing and Payment: Payments will transition from MMIS/SABHRS/Mountain Pacific to Modivcare. Claims submitted electronically through secure portals or EDI feeds integrate directly into Modivcare's unified platform. Upon batch adjudication, a detailed report is

generated showing provider, date of service, invoice receipt date, submission to accounts payable date, payment date, and billed versus paid amounts. Clean claims trigger automatic payment via electronic funds transfer (EFT) or mailed check within seven days of batch processing.

Program Improvement Goals:

- Improved payment timelines for members and providers
- Eliminations of burdensome prior authorizations for most trip requests
- Increased accessibility through a 24-hour reservation line
- Enhanced ease of use for members and providers through digital applications
 - Trip booking and management, including standing orders
 - Payment and mileage reimbursement
 - Appointment verification and geofencing
 - Streamlined documentation

Implementation Timeline:

Current – October 1, 2026:

- IT/Data collection and system integration
- Network Development
- Staff recruitment and training

September 1, 2026:

- Soft go-live for reservation line

October 1, 2026:

- Full program go-live, including first rides and complete NEMT transition

October 1, 2026 – Ongoing:

- Continuous program review and improvement initiatives