



Montana Healthcare Programs Provider Notice

October 01, 2026

Effective October 01, 2026

Informational

All Providers

Changes to Medicaid Non-Emergency Medical Transportation

Montana Healthcare Programs is transitioning from its current NEMT Medicaid program to a new, modernized service model with a start date of **October 1, 2026**.

The Department of Public Health and Human Services (DPHHS) has entered into a new contract with Modivcare for NEMT broker services under Montana Healthcare Programs. As part of the new NEMT broker structure, administrative and operational functions will shift from Mountain Pacific Quality Health to Modivcare.

ALL PROVIDERS:

How providers can support Medicaid members:

If you are a Montana Medicaid provider, you may serve members who depend on the NEMT program to access necessary healthcare appointments. This program can support you as a provider by reducing cancellations and no-shows caused by transportation barriers of members. Members who use the personal reimbursement option of the NEMT program will be required to obtain a provider signature confirming attendance at the appointment for which reimbursement is requested. Some members may need assistance locating, printing, or submitting these forms to Modivcare. Providers can support their members by assisting with the process as needed. Modivcare's member page can be accessed at <https://www.mymodivcare.com/members-mt/>.

Providers may also arrange transportation on behalf of members through the TripCare facility portal at <https://tripcare.modivcare.com/login> or by calling the facility line at (866) 726-1469.

TRANSPORTATION PROVIDERS:

Enrollment:

Enrollment functions will no longer be managed by the State's contractor, Conduent. Instead, Modivcare will assume full responsibility for all provider enrollment processes. If you are interested in becoming an NEMT provider, please go online to <https://www.modivcare.com/transportation-providers-contact-us/> or contact the provider line at (866) 726-1471.

Billing:

NEMT provider billing and claims activities will no longer be operated by Conduent. Modivcare will oversee and administer all NEMT Medicaid billing functions beginning October 1, 2026.

Accessibility and Enhancements:

The reservation line for members will remain the same, (800) 292-7114, and transition to 24-hour availability for urgent trips. Members will also be able to schedule via Modivcare digital application or online portal. Information on the digital application can be found at <https://www.mymodivcare.com/modivcare-app/> and the online portal can be found at <https://member.modivcare.com/en/login>. Members who choose not to use the electronic methods for scheduling can work with their providers or reach out to the member reservation line to get provider signature forms mailed or emailed.

Contact and Website Information

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

Visit the [Montana Healthcare Programs Provider Information website](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.

Visit the [Contact Us page](#) on the Provider Information website for additional DPHHS contact numbers.