



# Montana Healthcare Programs Provider Notice

October 9, 2026

**Effective October 12, 2026**

## All Providers

### Provider Services Portal Notice: Communication Preferences

**Effective October 12, 2026**, the Provider Services Portal will introduce a new **Communication Preferences** feature. This feature allows providers to select email, text message, or both as their preferred method for receiving provider enrollment communications.

Examples of enrollment-related communications include:

- Revalidation notices
- Return-to-provider notices
- Reminder letters
- License expiration letters
- Other provider enrollment correspondence
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Montana Healthcare Programs will initially implement this feature through a soft launch. Paper correspondence will continue to be defaulted and mailed through the United States Postal Service (USPS) through the first quarter of 2027.

#### How Electronic Notifications Work

Email and text-message notifications will not include the provider-specific letter or other confidential enrollment details. Instead, the notification will alert the recipient that new correspondence is available. To view the complete correspondence, users must sign in to the Provider Services Portal and review the item in the Secure Mailbox.

#### Information to Review and Maintain

To ensure enrollment correspondence is delivered to the appropriate contact, providers should review and maintain their mailing address, email address, and phone number.

| Correspondence Level               | Section to Review                   | Information Used                                                                                                                                                   |
|------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| National Provider Identifier (NPI) | <b>Legal Name &amp; Address Tab</b> | The mailing address, email address, and phone number listed in the <b>Mailing</b> section will be used for NPI-level correspondence, such as revalidation notices. |
| Enrollment Unit (EU)               | <b>Address and Communications</b>   | The mailing address, Primary Contact email address, and phone number listed at the EU level will be used for EU-level correspondence.                              |

Please review this information regularly and update it as needed to help ensure that important enrollment communications are received promptly.

## Updating Communication Preferences

Communication preferences for email and text-message notifications must be updated on the **Communication Preferences** tab.

Users may select:

- Email notifications
- Text-message notifications
- Both email and text-message notifications

The communication preference selections will be unavailable, or grayed out, during revalidation and maintenance transactions. Providers may update their preferences at any time while completing an eligible transaction.

## Important Reminder

The email address and phone number displayed in the **Communication Preferences** section should always be reviewed and validated. The information displayed through the HTML view, accessed using the magnifying-glass icon, may not consistently refresh during revalidation or maintenance transactions.

For current contact information and communication-preference selections, use the **Communication Preferences** tab.

## 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.