



Montana Healthcare Programs Provider Notice

October 9, 2026

Effective October 12, 2026

All Providers

Provider Services Portal Notice: Electronic Linking Requests

Linking requests are now fully electronic. The Provider Services Portal now includes an electronic linking capability that allows Authorized Officials and Delegated Administrators to link National Provider Identifiers (NPIs) to their workbench for ongoing enrollment maintenance.

Paper Link and Unlink forms will no longer be used for NPI linking requests. This change is intended to reduce processing delays and administrative burden for providers.

How electronic linking works

- Authorized Officials and Delegated Administrators may submit an electronic request to link an NPI to their workbench.
- If the NPI is currently assigned to another user's workbench, the portal will display a pop-up message identifying the user who is currently maintaining the record.
- By proceeding with the request, the NPI will be removed from the previous user's workbench and added to the requester's workbench.
- The previous workbench owner will receive an email notification at the email address associated with their Portal login.

If an NPI is removed from your workbench

If an NPI no longer appears on your workbench, please review the email inbox associated with your Provider Services Portal login. The notification email will identify the email address of the user who linked the NPI to their workbench.

If you believe the NPI was linked in error, you may:

- Contact the user identified in the notification email to resolve the issue, or
- Submit an electronic link request to return the NPI to your workbench.

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.