



Montana Healthcare Programs Provider Notice

October 9, 2026

Effective October 12, 2026

All Providers

Provider Services Portal Notice: Secure Mailbox

Effective October 12, 2026, the Provider Services Portal will implement a Secure Mailbox feature. The Secure Mailbox will serve as the central location for receiving provider correspondence and notifications.

When new correspondence is available, a banner will display on the user's workbench indicating the number of new items in the Secure Mailbox.

If any correspondence is designated as Important, the banner will display the number of important items requiring attention.

To access the Secure Mailbox:

1. Select Secure Mailbox from the left-side tile menu.
2. You will be directed to the Inbox, where correspondence is organized by type.
3. Review correspondence within the applicable category.

Archiving Correspondence

Correspondence in the Secure Mailbox cannot be permanently deleted. Instead, messages may be moved from the Inbox to the Archived.

To archive correspondence:

1. Select the trash can icon next to the correspondence item.
2. A confirmation message will appear asking whether you want to move the item to the Archive.
3. Select Confirm to move the correspondence to the Archived tile.

Important Reminder

The Secure Mailbox is used to receive correspondence and notifications, including mail, email, and text-message communications.

Documents uploaded to the Provider Services Portal will continue to be maintained in Correspondence History. Uploaded documents will not be stored in the Secure Mailbox.

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.