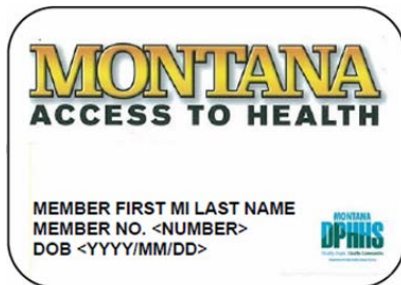


Subject: Montana HELP Plan Changes

Starting January 1, 2018, Blue Cross and Blue Shield will no longer coordinate the Montana HELP Plan. Montana Medicaid will take over running the HELP Plan.

What does this mean for me?

You will receive a new Montana Medicaid card to use beginning January 1, 2018. It will look like this:



You can continue to get health services using your current Blue Cross and Blue Shield card through December 31, 2017.

What about my benefits?

Your benefits will stay the same. You can review your benefits and download a copy of the Member Guide (link to MT Medicaid member guide). You can also call the Medicaid Member Hotline at 1-800-362-8312 to request a copy.

What about my providers?

Starting January 1, 2018, you can get health services from any doctor, clinic, or other health care provider who accepts Montana Medicaid. Nearly all of the providers will remain the same and some additional providers will be available to you. You can find a list of over 11,500 Montana Medicaid providers at <http://medicaid.mt.gov> or by calling the Medicaid Member Hotline at 1-800-362-8312. If your provider would like to be added to this list, have them contact Montana Provider Relations at 1-800-624-3958.

What is the passport program and what do I need to do?

Passport is the primary care case management (PCCM) program for Montana Medicaid and HMK *Plus* members. You will need to choose a passport provider. You will receive additional information on how to sign up for a passport provider in the coming months.

Will I still have to pay a monthly premium?

You are still responsible for your monthly premium and may be disenrolled from the HELP Program if you do not pay your premium. We will send you more information about any changes in where you send your premium payments.

Do I still have copayments?

You are still responsible for copayments. There are different copayments for different health services. But, your total copayments and premiums are limited to 5% of your total household income on a quarterly basis.

Check back for additional information or updates in the coming months.