

Non-Emergency Medical Transportation (NEMT) State Plan Informational Updates

Tribal Consultation

October 27, 2026 - 2:00-2:30 p.m.



DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

Montana DPHHS & Modivcare NEMT Partnership

Kelsey Bell, Member Health Management Bureau Chief



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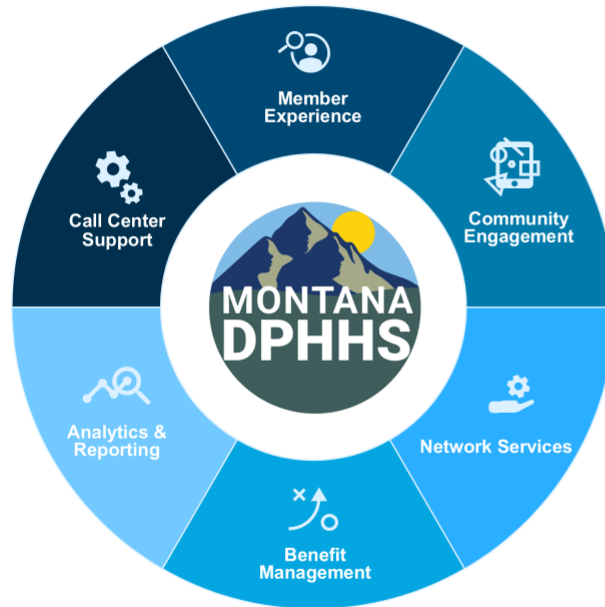
DPHHS Partnership with Modivcare

- Montana Healthcare Programs has transitioned from its previous NEMT Medicaid program to a new, modernized service model beginning October 1, 2026.
- DPHHS has partnered with Modivcare as the NEMT broker for the State. As part of the new NEMT broker structure, administrative and operational functions has shifted from Mountain Pacific to Modivcare.
- Member Reservation & Ride Assistance Line remains the same at (800) 292-7114.



Modivcare

Comprehensive Transportation Program Management



- **Member Experience:** Unique focus on member experience, empowerment, and high satisfaction levels.
- **Community Engagement:** Active engagement of key community and provider facility stakeholders to listen to feedback and iterate on product and execution.
- **Network Services:** Building statewide network covering Montana. Ability to rapidly scale and meet high service level standards.
- **Benefit Management:** Enforcement of desired utilization consistent with regulations; proactive measures to minimize fraud, waste, and abuse.
- **Analytics & Reporting:** Ride monitoring plus analytics on utilization metrics and performance levels.
- **Contact Center Support:** Contact center services to support care/case managers, member, and facilities. 24/7, multi-lingual coverage.

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Notable Program Changes

- Transportation providers will subcontract through Modivcare rather than enroll with Conduent.
- Personal transportation mileage reimbursement will require a provider signature to verify appointment attendance.
- No Prior Authorization (PA) required within 100 miles one way or 200 miles roundtrip.
 - If the trip does not require PA, personal transportation mileage reimbursement claims can be submitted up to 30 days after the appointment.
- \$5 minimum payment requirement has been removed.



Program Improvements

- 24/7 call center access for Member Reservation Line: (800) 292-7114
- Easier provider enrollment and billing processes
- Faster provider and member reimbursement
- Additional phone lines to support members, providers, and facilities
- Greater accessibility throughout the state with access to a digital application and online portal for members and facilities
- Improved provider credentialing with higher standards
- Improved data and reporting
- Continual building of the Montana NEMT provider network
- Geo-fencing abilities through provider digital application



State Plan Amendment (SPA) Submission

- DPHHS will submit a section 4.19B Transportation SPA to amend payment reimbursement and methodology.
- Effective Date: October 1, 2026.
- Language will include request for enrolled provider reimbursement be altered from a traditional fee schedule to a broker.
- The SPA will request the NEMT program be changed from an administrative to a benefit match for FMAP.



Contact & Resource Information

Program Questions & Concerns

- NEMT@mt.gov

DPHHS Website

- <https://dphhs.mt.gov/MontanaHealthcarePrograms/Medicaid/MontanaHealthcareTransportation>

Members

- Reservation & Ride Assistance (Where's My Ride): (800) 292-7114
- <https://www.mymodivcare.com/members-mt/>

Facilities

- Facility Line: (866) 726-1469
- <https://www.modivcare.com/facilities/mt/>
- Luis Larcina, Facility Outreach Manager: (657) 441-3916

Modivcare Montana Office:

- 111 N Last Chance Gulch, Suite 3A, Helena, MT 59601



Conclusion



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