

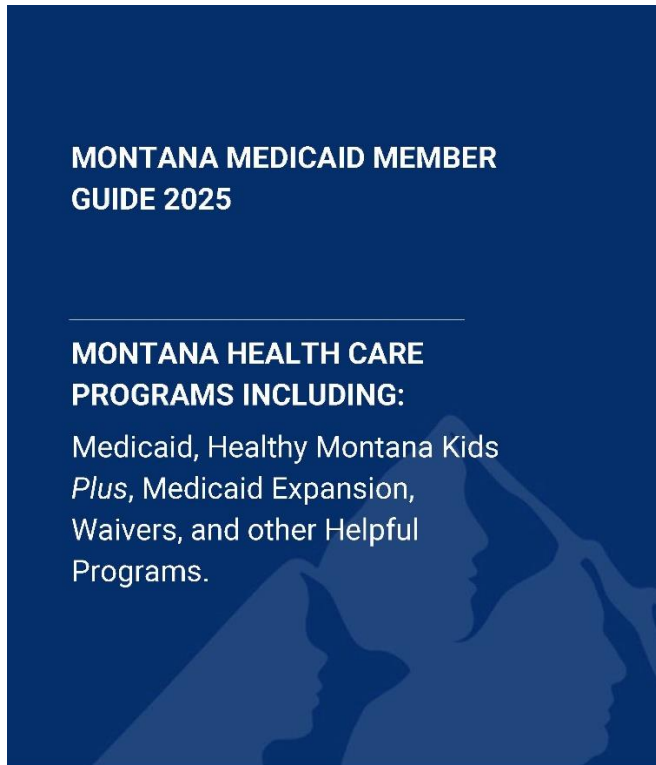
Montana Health Care Programs MESSENGER

2025 Medicaid Member Guide

Medicaid Member Guides are updated on a yearly basis. The Medicaid Member Guide can be found online at:
<https://dphhs.mt.gov/assets/hrd/MedicaidMemberGuide2025.pdf>

This guide has helpful information regarding what services Medicaid members are eligible to receive. It also gives answers to questions you may have about your benefits or plan coverage. If you are unable to have your questions or concerns met with the guide, it will provide contact information to get you to someone who can help.

If you wish to have a paper version of the 2025 Medicaid Member Guide sent to you by mail, members can either contact the Medicaid Member Help Line at 1-800-362-8312 or they can send an email to mtpassport@conduent.com.



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Understanding Your Medicaid ID Card

Adults on Medicaid or a Medicaid program and children on HMK *Plus* will get a plastic card in the mail. This card reads “Montana Access to Health” or “Healthy Montana Kids *Plus*” and will be your Medicaid insurance card. Each person, including children, will get their own card. Always take your card with you to appointments and show it when you check in.



Medicaid Transportation Benefits

Did you know Medicaid may help pay for transportation to your approved Medicaid appointments?

Travel assistance benefits can help Medicaid and HMK *Plus* members with transportation costs, allowing members to get to and from medical appointments. When the member meets certain requirements, they may get financial assistance for mileage, meals, and/or lodging. These benefits are for members who have HMK *Plus* or full Medicaid coverage. The Medicaid Transportation Center must approve all trips before you travel.

Meals and lodging are covered when the member must remain overnight when accessing Medicaid covered services. Coverage of meals begins the second day of the member's stay. Transportation is covered to and from the member's appointment. The transportation method is based on the member's medical needs.

The member may use the following types of transportation:

- Personal transportation (privately owned vehicle)
- Commercial transportation (taxi, bus, etc.)
- Specialized non-emergency transportation (wheelchair or stretcher van)

Members who wish to use their transportation assistance benefits must get approval first. This approval is called a Prior Authorization (PA). An approval or PA is provided by Mountain Pacific Quality Health (MPQH). If you do not have an approval or PA before your transportation happens, it will not be covered.

You can request authorization for transportation services through MPQH's online portal at [Montana Medicaid Transportation Request](#).

You can also call the MPQH Medicaid Transportation Center to request or schedule transportation or if you have any questions or concerns. (800) 292-7114 or (406) 443-6100



Understanding Your Medicaid ID Card Continued

If you have not received your Medicaid card, have lost it, or if the information on the card is not right, call the Montana Public Assistance Help Line at 1-888-706-1535.

Keep your card even if your Medicaid, HMK *Plus*, or other Medicaid program coverage ends. If you get Medicaid, HMK *Plus*, or other Medicaid program coverage again in the future, you will use the same card.

The front of your card lists your name, your member number, and your birth date. The member number is a special number assigned to you and is not your Social Security Number.

The back of your card includes information about how to use the card. It also has helpful information for your provider.

In addition, the back of your card will have information on how to order a copy of the Member Guide and who to contact regarding coverage and services. This number will be for the Medicaid and HMK *Plus* Member Help Line, 1-800-362-8312.

Montana Milestones Part C Early Intervention Program

Montana Milestones/Part C of the IDEA Early Intervention Program is Montana's comprehensive system of early intervention services and supports for families who have infants or toddlers, from birth through age three who have significant developmental delays or disabilities or have been diagnosed with an established condition associated with significant delays in development.

Montana's eligibility criteria:

- Type I Established Condition diagnosed by a physician or psychologist that is likely to result in a developmental delay or disability; or
- Type II Measured Delay: Two or more 25 percent developmental delays in the five developmental domains or one 50 percent developmental delay in the five developmental domains.

Montana Milestones is funded through an annual federal grant under Part C of the Individuals with Disabilities Education Act (IDEA) and legislatively appropriated State General Fund dollars.

Make a Referral

If you have questions about a child's development, an evaluation can be accessed at any time to determine whether the child may benefit from the services offered through Montana Milestone. A referral can be made directly by downloading the referral form found on the website at Montana Milestones and emailing it to partchelp@mt.gov.



Montana Child Care Programs

It can feel like the cost of care for your child keeps going up. The State is working on making child care cost less for working families in Montana. If you find it hard to pay for child care, you may be interested in the following programs.

Best Beginnings Child Care Scholarship Program

You may be eligible for a child care scholarship if your child is enrolled at a qualifying provider. Click this link [Best Beginnings Child Care Scholarship Program](#) to learn more about the program and if you qualify. Information includes types of care, copayments, eligibility, and benefits. If you would like to apply to the program directly click [Apply Online](#) or download the [Application](#).

Head Start

Head Start agencies are in many communities in Montana. They provide a learning environment that supports children's growth in language, literacy, and social and emotional development. For more information click this link [Learn about Head Start](#). To apply, contact your closest location. This can be found here [Center Locator](#). Your local program will have the forms needed and answer any questions.

Key Contacts

Montana Health Care Programs/Medicaid/HMK *Plus* Member Help Line

For questions regarding benefits or Passport to Health:

1-800-362-8312

MT Health Care Programs

Montana Relay Service

For the deaf or hard of hearing:

1-800-253-4091 or 711

Montana Public Assistance Help Line

For eligibility questions:

1-888-706-1535

MT PUBLIC ASSISTANCE

Transportation Center

For questions regarding travel or approval:

1-800-292-7114.

Call before you travel, or you may not be reimbursed.