

Montana Healthcare Programs

MESSENGER

Changes to Non-Emergency Medical Transportation (NEMT)



Getting to Your Healthcare Appointments Just Got Easier!

New transportation tools. Faster reimbursements. More support.

Montana’s Department of Public Health and Human Services (DPHHS) has partnered with **Modivcare** to be your new Medicaid NEMT broker. This means Modivcare will handle key parts of the Medicaid NEMT program. This includes maintaining the call center, scheduling rides, and reimbursement for Medicaid-covered trips. This includes when you, a trusted family member, or a friend drive you. These services were previously managed by Mountain Pacific.

Our number one priority is YOU! and making sure you have access to care. As the new system is put in place, Modivcare and DPHHS will share updates, education, and support to help you and transportation providers navigate the transition smoothly.

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Changes to NEMT Continued

New Features

A new digital app will be introduced for phones, tablets, and computers. Don't worry if you don't want to use these, you are still able to schedule through the call center!

What's New for You?

- Easier ride scheduling using the same reservation number.
- A new Modivcare app to schedule rides, track trips, and access trip information.
- Real-time trip updates and easier communication.
- Digital mileage reimbursement with up to **7× faster** payments when using the app and debit card.
- Less paperwork and more convenience.
- Dedicated support for members, providers, and healthcare facilities.

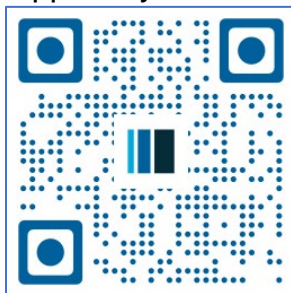


Meet the New Modivcare App

The Modivcare app puts your non-emergency transportation information right at your fingertips.

- Schedule rides anytime
- Track upcoming and completed trips
- Access important trip information
- Submit mileage digitally
- Skip paper forms
- Receive payment up to **7× faster** with debit card payments

These enhancements are designed to give you more flexibility, convenience, and real-time access to your transportation information. More information is coming soon on how to enroll. You can also scan the QR code at the bottom of this page to learn more and download the app today!



Behavioral Health Clinic Investments

Montana was chosen to get federal money to improve access to mental health and substance use treatment. Montana is one of ten states chosen for this investment.

This will establish clinics that serve any Montanan needing help with these issues. This includes people of any age, from any area, and even if they cannot pay. This funding will help the state rely less on short-term grants.

Clinics in the program must meet strong national standards. They must:

- Offer 24/7 crisis response and care.
- Provide quick access to outpatient services. This helps people not have to wait long.
- Offer a wide range of services.
- Use proven, evidence-based practices that fit community needs. This includes services for children and youth.

During this four-year project, DPHHS will monitor clinics to make sure they follow the rules. Reports will be created yearly on cost and quality. The program's impact will be tracked.

Changes to NEMT Continued

Important Dates:

September 1, 2026	Transportation Provider and Facility support lines open. Call Modivcare to schedule rides for appointments on or after October 1, 2026.
October 1, 2026	Modivcare officially begins managing NEMT services.

Call Center

Your current NEMT call center phone number will stay the same. Beginning September 1, 2026, members can call Modivcare to schedule rides for appointments on or after October 1, 2026.

- **Member Reservation Line:** (800) 292-7114

This line will be open Monday through Friday, 8:00 a.m. to 5:00 p.m. MT, for standard ride requests. Members can also call this line 24 hours a day, 7 days a week for help with urgent or time-sensitive transportation needs.

Modivcare will also offer separate support lines for transportation providers and healthcare facilities.

- **Transportation Provider Line:** (866) 726-1471
- **Facility Line:** (866) 726-1469

These lines will be active beginning September 1, 2026. Transportation services under Modivcare will begin October 1, 2026.

A Message from DPHHS and Modivcare

DPHHS and Modivcare will continue sharing information throughout this transition. You can expect updates, notices, and opportunities to learn more as the new program moves forward. From all of us at DPHHS and Modivcare, thank you for allowing us to be part of your healthcare journey. We look forward to continuing to support your access to care. We want to continue making your transportation experience as easy, reliable, and convenient as possible.



SDMI Medicaid Waiver

For Members: Empowerment, Not Permission

For people receiving services and their families, the core message of the Settings Rule is **empowerment**. Under this rule, you are not a passive recipient of care. You are an individual living in your own home and directing your own life. The focus is on your protected rights:

- **The Right to Everyday Control:** You have the right to lock your bedroom door, choose your roommate, decorate your space, and control your own finances.
- **Freedom of Schedule and Diet:** The rule gives the right to eat what and when you want, wake up and go to sleep when you want, and welcome visitors you choose at any hour.
- **Person-Centered Direction:** Service plans are no longer built around what a provider offers. Instead, plans must be directed by you, the member, directing your personal goals, hobbies, and career aspirations.

The Takeaway for Members:

You do not need "permission" to live your life. The community belongs to you, and your services are there to help you navigate it—not to isolate you from it.

Choosing a Primary Care Montana (PCMT) Provider

Better Care Starts Here

Taking care of your health is important. Having a primary care provider (PCP) you trust can make a big difference. Montana Medicaid created Primary Care Montana (PCMT) to help doctors and clinics give better care. This includes giving better, more organized preventive care to Medicaid and Healthy Montana Kids *Plus* (HMK+) members. When you choose a PCMT provider, you're choosing a healthcare team that focuses on keeping you healthy. They see you when you're healthy and not just when you're sick.

What is Primary Care Montana?

PCMT is a statewide program that supports PCPs in delivering high-quality care for members. A PCMT provider is committed to helping you get the most from your healthcare.

A Commitment to Better Care

Not all PCPs are part of PCMT. Those who join the program agree to meet certain care standards that help improve the health and experience of Montana Medicaid members.

PCMT providers offer services like preventive care and help with coordinating your care. They also offer support during transitions of care after hospitalization. They work toward quality improvement goals and report on how they meet the program's standards.

Preventive Care That Keeps You Healthy

Preventive care helps identify health concerns early, often before they become more serious. Your provider will work with you to stay up to date on important preventive services. This could include:

- Annual wellness visits
- Recommended health screenings
- Vaccinations
- Management of chronic conditions like diabetes, asthma, or high blood pressure
- Education and support to help you make healthy choices

A Healthcare Team That Knows You

Your PCMT healthcare team works together to understand your health needs, answer your questions, and help you get the services you need. This could include specialist visits or lab work. Instead of trying to navigate the healthcare system by yourself, you'll have a team to help guide you and support your care.

Community Engagement Requirement for Medicaid Expansion Members

On July 1, 2026, Montana implemented the new community engagement requirement for certain adults enrolled in Medicaid Expansion as part of the federal House Reconciliation Bill (H.R.1). This requirement is intended to help eligible members maintain their Medicaid coverage while participating in activities such as working, volunteering, job training, or education.

The community engagement requirement generally applies to adults ages 19-64 enrolled in Medicaid Expansion who do not qualify for an exclusion. Some individuals may not be required to meet the community engagement requirement if they qualify as a specified excluded individual, have an approved exception, or short-term hardship. Examples include women who are pregnant or postpartum, American Indian/Alaska Natives, certain caregivers, individuals with qualifying medical conditions that impact their ability to work or complete other qualifying activities, and others who meet exclusion criteria established by the Department.

Choosing a PCMT Provider Continued

Better Support When You Need It

Some PCMT providers offer extra support for people who have more complex needs. This means they provide more care coordination to help you stay on track. This extra support can make recovery easier. It can also help you stay healthier at home.

This may include:

- Helping you schedule follow-up appointments after a hospital stay. This can also help with unnecessary emergency room visits or another hospital stay.
- Reviewing your medications to make sure they're working safely together.
- Explaining your care plan so you know what to do next.
- Working with specialists and other providers.

Care That Works Together

Health care is better when everyone works together. PCMT focuses on good communication between your providers and team. When your care is well-coordinated, there are fewer gaps. With better communication, your provider can understand your overall health.

Ready to Choose a PCMT?

If you want to choose a PCMT Provider, call the Member Help Line at (800) 362-8312. Staff are available Monday through Friday from 8:00 a.m. to 5:00 p.m.

You can also choose a PCMT provider on the Montana Healthcare Programs Customer Access Portal at

<https://portal.mt.healthinteractive.net/icapPortal/>.

New members should click on the "Member Registration" tile. You will need to enter your first name, last name, date of birth, Medicaid Member Card Number, and personal PIN.

In mid-July 2026, members were sent letters that included their PIN. Keep your PIN safe and do not share it with anyone. Each Medicaid member has their own PIN and Montana Medicaid will never ask for it over the phone. If you don't know your PIN, you can contact the Member Help Line at (800) 362-8312.

After you set up your account, log into the Montana Healthcare Programs Customer Access Portal at

<https://portal.mt.healthinteractive.net/icapPortal/>. Click on the "Care Management Member Portal" tile. Follow the steps to select or change your PCMT provider.

Community Engagement Requirement for Medicaid Expansion Members Continued

DPHHS has established a Hold Harmless period from July through September 2026. During the Hold Harmless period, applications and renewals will still be reviewed for the community engagement requirement, but individuals will not lose Medicaid coverage for not meeting the community engagement requirement if other conditions of eligibility are met. Starting in October 2026, individuals who do not meet the community engagement requirement or have an exclusion will be denied or disenrolled from Medicaid.

To learn more about the community engagement requirement, who it applies to, available exclusions, and how to maintain coverage, visit the Montana Medicaid Changes website at www.medicaidchanges.mt.gov.



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.