

Self-Service Portal Navigation

Montana Department of Public
Health and Human (DPHHS)

Last Updated: Sept. 2026



DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

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Updating Contact Information

- Clients can report a change in contact information to DPHHS through the following methods:
 - **PAHL:** 1-888-706-1535
 - **SSP:** apply.mt.gov
- Updating contact information does not change the client's communication preferences.
- DPHHS requires Medicaid and HMK Members to report changes throughout the year, including changes in income, household members, insurance status, pregnancy, residence, disability status, and more. Changes should be reported to DPHHS as soon as a client is made aware and ideally within 10 days.



Report My Changes

Welcome to Report My Changes! As part of getting benefits, you may need to tell your worker if you have changes in your household, your income and/or your bills. This tool will help you report those changes.

For most changes, you will need to mail, fax, or bring proof to your worker within 10 days of when your worker asks for it. Without this proof, your changes cannot be made and your benefits may end.

Reporting Changes

Please check the boxes for all of the changes that you want to report. You may add, change or end.

Based on the benefits you are getting, here are the changes you should report:

Household Information

- | | |
|---|---|
| ☐ Mailing address, where you live, or your phone number | ☐ School Enrollment or Student Status |
| ☐ Someone has moved into your home | ☐ Marital Status |
| ☐ Someone has moved out of your home | ☐ Healthcare Coverage |
| ☐ Race, Citizenship, Immigration Status or Military Status | ☐ Health Conditions (physical, mental, or emotional health condition) |
| ☐ Someone became pregnant, pregnancy has ended or ability to bear children has changed | ☐ Other medical coverage (insurance, workers compensation, accidental insurance, etc.) |
| ☐ Tax filing information | |



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Managing Notifications

- Clients can manage their notifications, including their preference for how they receive mail or notices from DPHHS, by clicking **“Manage My Account”** in the top left corner of their Self-Service Portal (SSP) account home screen.
- DPHHS recommends that clients update notification preferences to receive communications by **“US Mail + Email Notifications”** to help ensure timely notification of any changes to their case or requests for information.
- Any email can be added to receive notifications. This does not have to be the email address associated with the SSP account.

[Apply For Assistance](#)

Here you are logged in.

[Manage My Account](#) [Logout](#)

[My Benefits](#) [My Applications](#) [Report Changes/Renew Benefits](#) [My Mail](#) [Health Coverage Re-enrollment](#)

Manage My Mail

Please tell us how you would like to receive mail and notifications about your case.

If you would like to receive email notifications when mail is available for your case electronically through Apply.MT.Gov in addition to your regular US Mail, select the "US Mail + Email Notifications" option.

You can also choose to **stop** receiving US Mail by selecting the "Email Notifications Only" option. US Mail will only stop after we verify your email address.

After making a selection, you must click "UPDATE" for it to take effect.

* Case Number:

☐ US Mail

☒ US Mail + Email Notifications

☐ Email Notifications Only

Please enter an email address to receive email notifications. We will email you with a verification email when you click, "UPDATE."

[UPDATE](#)

Viewing Mail

- Clients can view their mail by clicking the **“My Mail”** tab on the right side of the top row.
- Clients must select a date range to search for communications. The dates must be no more than 60 days apart.
- The client can view and save PDF files of the mailed communication by clicking on the **“View”** link next to each item.

The screenshot shows a web interface for viewing mail. At the top, there is a navigation bar with tabs: 'My Benefits', 'My Applications', 'Report Changes Renew Benefits', and 'My Mail'. The 'My Mail' tab is highlighted with a yellow circle. Below the navigation bar, there is a section titled 'My Mail' with instructions: 'Below you can view the notices for your case. To search, select the date range that you would like to view and then click Search. To view a searched for notice, click on the View link.' Below this, there is a table with columns: 'Document Name', 'Mail Type', 'Date Sent', and 'Details'. The first row of data shows 'Medicaid Redetermination Form', 'Form', and '04/24/2025'. The 'Details' column has a 'View' link highlighted with a yellow circle. Below the table, there are search filters: 'From Date:' and 'To Date:' with calendar icons, and a 'Search' button.

Document Name	Mail Type	Date Sent	Details
Medicaid Redetermination Form	Form	04/24/2025	View

From Date: To Date:

Viewing Case Information

- Clients can view information about their case by clicking the **“My Benefits”** tab on the left side of the top row.
- Clients can view their redetermination due date by clicking the magnifying glass under **“Details”** on the right side of the table.
- Under **“Details,”** clients can see program information for each person on a case, including when their next Review (also known as Renewal or Redetermination) date is.

Apply For Assistance

Hello, [redacted] You are logged in.

Manage My Account Logout

My Benefits My Applications Report Changes/Renew Benefits My Mail Health Coverage Re-enrollment

My Benefits

Below you will find information about the benefit programs registered on your case. Click on the magnifying glass icon to view more details about the benefit type.

As of Thursday, May 8, 2025.

Benefits	Status	Details
Health Coverage Assistance	Approved	

Eligibility Information

Individual: [redacted]

Type of Assistance: ACA Adult – Medicaid

Case #: [redacted]

Next Review Date: [redacted]

Issuance Information