

Dear Montana Medicaid Provider Community,

Montana Healthcare Programs is preparing to launch the new Montana Healthcare Claims System (MTHCS), a modernized system designed to improve claims processing and payment for providers, in early 2027.

This email summarizes key benefits, required actions, and resources to help you prepare for the transition to the MTHCS.

To stay informed of upcoming changes, please confirm your email and mailing addresses are current in the Provider Services Portal.

Benefits of the upcoming transition

The new MTHCS offers a range of enhanced functionality, including:

- Near real-time adjudication of claims
- Increased automation and improved business processes
- A modern provider portal where you can submit and track claims and view prior authorizations.

What's next

Over the coming months, you will receive further communications via email and mail from Montana Healthcare Programs with:

- Important dates including MTHCS Soft Launch and Go-Live.
- Invitations to training sessions with registration links.
- User guides and quick reference materials.
- Login credentials and portal access instructions.
- System readiness checklists and communication about transition to the new system.

Participation in training and readiness activities is strongly encouraged to ensure a smooth transition.

Where to go for questions

If you have questions or feedback about the new claims and payment system, please contact HHSClaimsModernization@mt.gov.

Visit our Claims Modernization website at dphhs.mt.gov/MontanaHealthcarePrograms/ClaimsModernization to review updates

and FAQs and sign up to receive Claims Modernization notifications directly to your inbox.

Thank you for your continued service to Montana Healthcare Programs members. We look forward to working with you throughout this transition to the new Montana Healthcare Claims System.

Sincerely,

Montana Healthcare Programs