

Dear Montana Healthcare Programs Provider Community,

Montana Healthcare Programs is preparing to implement the new Montana Healthcare Claims System (MTHCS). This modernization effort is intended to improve and streamline claims processing, provider interactions, and other critical administrative processes.

As communicated previously, claims processing, payment, and EDI functions will transition to Gainwell Technologies. Providers, billing agents, clearinghouses, and other data trading partners that submit X12 5010 files to the current fiscal agent, Conduent, will need to register as trading partners and complete certification and testing to submit electronic claims through the new Gainwell provider portal, SFTP, or real-time web services.

This transition applies to providers, billing agents, and clearinghouses submitting X12 5010 files to Montana Healthcare Programs through Conduent including claims, claim status, eligibility verification, and retrieval of 835 remittance.

If you are not the individual responsible for submitting electronic files, please forward this message to the appropriate billing contact or department as soon as possible.

Training opportunities

Provider training is expected to begin in November 2026. Training sessions will cover the new provider portal, claims submission processes, and other key system functions. Training dates, registration details, and session invitations will be shared by email in the coming months. Participation is strongly encouraged. Please ensure that at least one staff member involved in billing Montana Healthcare Programs is registered to attend.

Key transition dates

Milestone	Date	What it means
Soft Launch	December 14, 2026	Billing providers, billing agents, clearinghouses, and other data trading partners may register for the MTHCS, begin testing, and complete certification for X12 electronic claims submissions and other EDI transactions. This period provides an opportunity to verify your ability to send and receive EDI data before live claims submission begins.
Go-Live	Spring 2027	Gainwell Technologies will begin claims-processing operations, and the MTHCS will begin accepting live X12 5010 transactions.

		All transactions must be completed through the new platform. Historical records will transfer to the MTHCS, and new claims and adjustments to previously processed claims must be submitted to Gainwell. Information about cutover processes, including suspended claims in process, will be communicated prior to this date.
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Resources

A public-facing MTHCS webpage will be available soon. It will include:

- Portal-registration instructions
- Companion Guides with X12 5010 electronic transaction specifications
- User guides and quick-reference materials
- Additional training and transition resources

Required actions beginning December 14, 2026

Billing agents and data trading partners should:

- Register for the Montana Healthcare Claims Provider Portal as a trading partner.
- Complete the Trading Partner Agreement.
- Complete file submission testing and EDI certification.

Registration support will be available beginning December 14, 2026:

Gainwell EDI Helpdesk

Phone: (883) 970-8588

Email: MTHCSHelpdesk@gainwelltechnologies.com

If your organization uses a third-party billing agent, please coordinate with that organization now to ensure that all readiness activities, testing, and certification requirements are completed before claims are submitted through the MTHCS.

What to do now

- Confirm that your organization's contact information is current in the Provider Services Portal.
- Watch for training invitations and portal registration instructions.
- Plan for training, testing, and certification during the soft-launch period.
- Visit the [Claims Modernization webpage](#) for updates.
- [Subscribe for email updates](#) to receive transition information directly in your inbox.

For questions or feedback regarding the MTHCS, please contact
HHSClaimsModernization@mt.gov.

Thank you for your continued partnership and commitment to serving Montana Healthcare Programs members. Your preparation and participation are essential to a successful transition.

Sincerely,

Gainwell Technologies
Montana Healthcare Programs