

IMPORTANT: CLAIMS PROCESSING AND PAYMENTS ARE MOVING TO A NEW SYSTEM IN 2027.

We are pleased to announce that starting early 2027, the Department of Public Health and Human Services (DPHHS) in partnership with Gainwell Technologies will implement the new Montana Healthcare Claims System (MTHCS), a streamlined claims processing and payment system designed to better support Montana Healthcare Programs providers.

The MTHCS is designed to make it easier to:

- Allow you or your billing agent to submit and track claims through the new Montana Healthcare Claims Provider Portal.
- Adjudicate claims in near real-time.
- Receive important payment information.
- Access helpful resources and support, including training videos through a Learning Management System (LMS).
- View current and archived Montana Healthcare Programs communications.

What this means for you

- Payment methods, prior authorization processes, and member enrollment will not change.
- Claims submitted through X-12 837 transactions, via the provider portal, and on paper will have minor differences. Detailed information and companion guides will be provided during the transition. If you partner with a Billing Agent or Clearinghouse, changes to claims processing will need to be communicated to them.

We will communicate with you primarily by email

Watch for emails coming from us that will include training dates, support tools, and clear step-by-step instructions to help you get ready.

What you need to do now

- **Verify and update your email address** in the Provider Services Portal.
- **Verify your mailing address** in the Provider Services Portal.
- **Add MTHCSdonotreply@gainwelltechnologies.com** to your email contacts/safe-sender list and monitor your SPAM/JUNK folder for these messages.
- **Visit our Claims Modernization website** at dphhs.mt.gov/MontanaHealthcarePrograms/ClaimsModernization
 - Review updates and FAQs.
 - Sign up to receive Claims Modernization notifications directly to your inbox.

Where to go for questions

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

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

Sincerely,

Montana Healthcare Programs