Montana Healthcare Programs
New Claims System
Frequently Asked Questions

1. **When will the new Claims System be implemented?**

The implementation of the system is scheduled for 2027. Register your email address to receive timeline details as the implementation date nears.

2. **How will users access the new Claims System?**

Users will access the Claims System using the ICAP Portal. The new Claims System operates in common desktop web browsers, including Chrome, Edge, Safari, and Firefox.

3. **Who will be required to use the new Claims System?**

The new Claims System will replace the current claims processing system. Any person or entity submitting claims to Montana Healthcare Programs will be required to use the new Claims System. Users should participate in training and preparation activities leading up to the implementation of the new Claims System.

4. **When will training be available and will I be required to attend in-person training?**

User training for the system will begin in 2027. This training will feature web-based and self-paced options tailored to users rather than requiring in-person attendance. Register your email address to stay informed about the training schedule as the implementation date approaches.

5. **When the current Claims System is replaced, will members need to reapply to continue their coverage with Montana Healthcare Programs?**

Montana Healthcare Programs eligibility will continue to be managed by the existing separate eligibility and enrollment system. Members will not need to reapply as part of the new system. Still, all members should continue to provide updated information to DPHHS and monitor their eligibility status. Visit the Cover Montana Medicaid & HMK Changes page for more information about eligibility renewals.

6. **Can Montana Healthcare Programs members access the new Claims System and what will members have access to?**

In the new Claims System, members may log in to view their own and their household members' current eligibility status, access their Explanation of Benefits (EOBs) for services received, review claims history and prior authorization information, receive notifications and alerts, and track their communications with Montana Healthcare Programs.

7. **As a provider, will I need to renew my Medicaid or HMK enrollment when the new Claims System is implemented?**

    No. The Provider Services Portal, launched in 2021, will remain the source for provider enrollment information once the new Claims System is implemented. Currently enrolled providers will not need to reapply; however, it is essential to keep an eye on revalidation and recertification requirements to ensure Montana Healthcare Programs and HMK enrollments remain active. Information is available on the Provider Enrollment page on the [Montana Healthcare Programs Provider Information website](#) if you are interested in enrolling or re-enrolling as a provider.

8. **As a provider, will I need to provide my banking information to continue receiving payments electronically?**

    No. Providers can review or update their payment information in the [Provider Services Portal](#).

9. **Will past claims and prior authorization information remain available once the new Claims System is implemented?**

    Yes, historical claims and prior authorization data will be transferred to the new Claims System.

10. **Will the new Claims System accept and process paper claims?**

    Yes, the new Claims System will have the ability to accept and process paper claims. However, claims modernization aims to minimize the use of paper claims, enabling quicker processing times.

11. **As a provider, will I be able to continue using a trading partner or clearinghouse to submit my claims?**

    Yes. The new Claims System will accept claims from authorized trading partners and clearinghouses.

12. **As a provider, should I stop using the current process to submit claims?**

    Continue using the current claims submission processes until the new Claims System is implemented. For more information on current claims submission processes, visit the Claim Instructions page on the [Montana Healthcare Programs Provider Information website](#).