



Montana Healthcare Programs Provider Notice

July 9, 2026

Informational

Personal and Commercial Transportation, Specialized Non-Emergency Transportation, and Non-Emergency Medical Transportation (NEMT) Providers

Changes to NEMT: Enrollment, Billing, and Accessibility

Montana Healthcare Programs is preparing to transition from its current NEMT Medicaid program to a new, modernized service model with an anticipated start date of October 1, 2026.

The Department of Public Health and Human Services (DPHHS) has entered into a new contract with Modivcare for NEMT broker services under Montana Healthcare Programs. As part of the new NEMT broker structure, administrative and operational functions will shift from Mountain Pacific Quality Health to Modivcare.

Providers who currently participate in the NEMT Medicaid program will receive additional information through outreach and education from Modivcare and DPHHS during the transition period.

The following changes will be rolled out with the new NEMT broker model:

Enrollment:

Enrollment functions will no longer be managed by the State's contractor, Conduent. Instead, Modivcare will assume full responsibility for all provider enrollment processes. Modivcare will be reaching out to providers with detailed instructions on enrollment steps and requirements to continue as an NEMT provider or enroll as a new NEMT provider for Medicaid.

Billing:

NEMT provider billing and claims activities will no longer be operated by Conduent. Modivcare will oversee and administer all NEMT Medicaid billing functions after implementation of the new program structure.

Accessibility and Enhancements:

The reservation line for members will retain the same number, (800) 292-7114, and transition to 24-hour availability. Two additional lines will be added to support providers and facilities in connecting with the appropriate contacts and addressing the specialized assistance they need.

- Member Reservation Line: (800) 292-7114
- Transportation Provider Line: (866) 726-1471
- Facility Line: (866) 726-1469

All lines will be available beginning with the program's soft go-live on September 1, 2026.

Additionally, a digital application for phones, tablets, and computers will be introduced to support scheduling, billing, documentation, and ride tracking.

Ongoing Support:

Additional information will continually be provided throughout this implementation process including provider notices and training.

Contact and Website Information

For additional information regarding NEMT provider enrollment for the new program, contact the DPHHS NEMT Program Officer, Bridget Evans, (406) 444-3337 or bridget.evans@mt.gov.

For claims questions or additional information about the current NEMT program, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

Visit the [Montana Healthcare Programs Provider Information website](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.

Access the [Contact Us page](#) on the Provider Information website for additional Department of Public Health and Human Services (DPHHS) contact numbers.