

Using Self-service Portal (SSP) for Medicaid Redetermination:

Account Creation:

- DPHHS has instructions for account creation here: [SSP-Okta User Workflow \(mt.gov\)](#)
- To create an account on <http://apply.mt.gov> you must have an active email account that you have current access to in order to verify your account

DO YOU RECEIVE MEDICAID? PLEASE ENSURE DPHHS HAS YOUR CURRENT ADDRESS SO YOU RECEIVE IMPORTANT INFORMATION ABOUT YOUR BENEFITS. TO UPDATE YOUR CONTACT INFORMATION CLICK HERE: <https://mt.accessgov.com/dphhs/Forms/Page/medicaid/changeofaddress>

If you have signed up to receive email notifications when correspondence is available for your case, you will start receiving emails from ssnotification@announcements.mt.gov. To ensure you receive these emails, please add this email address to your contact list.

Welcome to the Department of Public Health and Human Services online application. Here you can apply for food, medical, or cash assistance. Find out more about the programs by clicking the links below.

Supplemental Nutrition Assistance Program (SNAP) – Formerly Food Stamps
Temporary Assistance for Needy Families (TANF) – Cash assistance
Health Coverage Assistance – Medicaid, Healthy Montana Kids, health insurance assistance and tax credits through the federal Health Insurance Marketplace

[Apply Now](#) [Sign In/Create Account](#)

Answer a few questions to see if you may qualify for food, medical, or cash assistance. [Am I Eligible?](#)

Apply for food, medical, or cash assistance. [Apply for Assistance](#)

View details about your case. [Check My Benefits](#)

View mail for your case. [My Mail](#)

Report a change or renew benefits for your case. [Report Change & Renew](#)

- Click “Sign In/Create Account”
- DPHHS uses a multi-factor authentication system called Okta that manages login information for Montana.gov

MONTANA.GOV
OFFICIAL STATE WEBSITE

SERVICES AGENCIES LOGIN SEARCH MONTANA.GOV

CREATE ACCOUNT
FORMERLY EPASS MONTANA

Email *

This field cannot be left blank

Password *

First name *

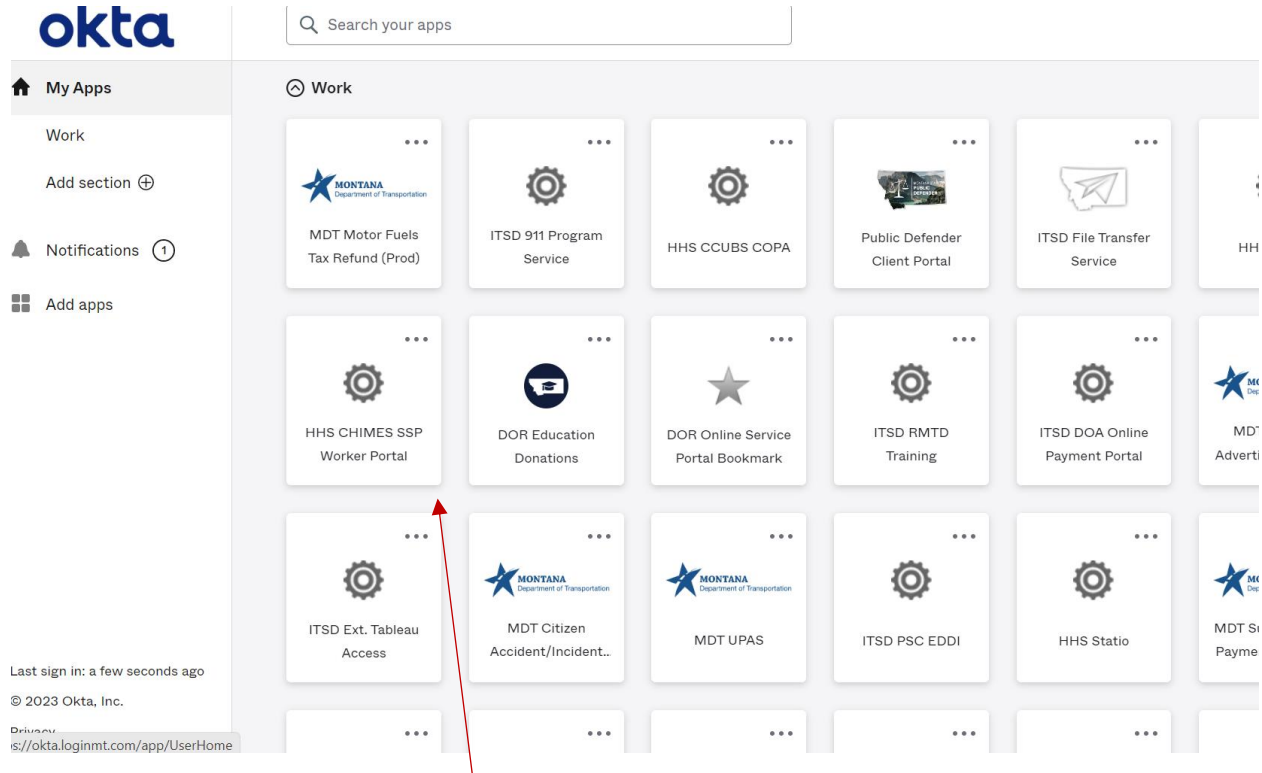
Last name *

* indicates required field

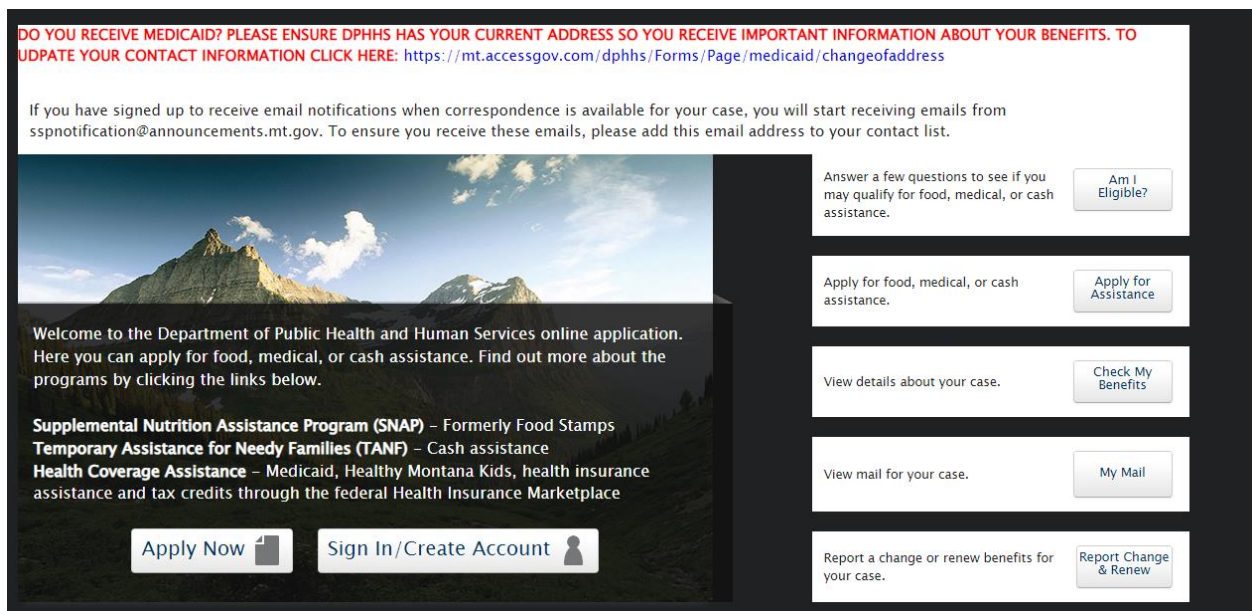
[Register](#)

[Back to sign in](#)

- Check your email for a verification link that will confirm your email and activate your Okta account
- Once you have an account created and you login, you may end up at this screen:



- You can exit out of this screen and return to <http://apply.mt.gov> or click on the HHS CHIMES SSP tile above to route back to your account
- Once you return to <http://apply.mt.gov>, you will be able to select a tile to check your benefits, update information, or submit a new application



- If you run into this error message at any point, return to <http://apply.mt.gov> to sign in again



Error

Your session has ended because of an error.

[Click here to return to the Home Page](#)

Linking Case:

- If you have an existing Medicaid case, you will need to link your case in the SSP to be able to view information about your case online
- **You will need your Medicaid case number to link your case in the SSP. This information can be found at the top of mailed notices from DPHHS. If you do not have this information, you can reach out to a Cover Montana Navigator or contact the Public Assistance Helpline**
- **You will only be able to view and link your case if you are the head of the Medicaid household. If you are not, you will have to have the head of household authorize you to view the case online through their own SSP account. If you are no longer in that person's Medicaid household, you need to report that change to DPHHS.**
- Once you are logged into your SSP account and have agreed to the confidentiality agreement, you will see this screen if your case is not already linked:

[Apply For Assistance](#)

Hello, [redacted] You are logged in.

[Manage My Account](#) [Logout](#)

[My Benefits](#) [My Applications](#) [Report Changes/Renew Benefits](#) [My Mail](#) [Health Coverage Re-enrollment](#)



Case Selection

Here you can see information about cases linked to your apply.mt.gov account. To link a case to your account, click the "Manage My Account" button above.

To upload documentation for a linked case, select the icon under "Upload Documents."

Case Selection

This section shows all of the cases currently linked to your account. Please select a case and press the "Continue" button below to view more information.

No cases have been associated to your account. To make an association, please select the Manage My Account button.

[Manage My Account](#)

- Select "Manage My Account" to link your case

- Enter your name, date of birth, social security number, and Medicaid case number

Find My Case

Fill in your First Name, Last Name, Date of Birth, Social Security Number, Case Number and click SEARCH to search for the cases that match your personal information.

* First Name: * Last Name:

* Date of Birth: Social Security *Number:

* Case Number:

- Select the type of benefits you would like to view online in your SSP account

Find My Case

Fill in your First Name, Last Name, Date of Birth, Social Security Number, Case Number and click SEARCH to search for the cases that match your personal information.

* First Name: * Last Name:

* Date of Birth: Social Security *Number:

* Case Number:

Below is the case which we found. To link your account to this case, select the case below and click Link Case.

Selection	Case Number	Head of Household	Benefits	Case Status
<input type="radio"/>	<input type="text"/>		SNAP (Food Assistance) , Health Coverage Assistance	Approved

- Select the case with the case number that corresponds to your active benefits

Managing Notifications:

- We recommend updating your preferences to receive notification from DPHHS via **Mail and Email notification** to help ensure timely notice of any changes

Manage My Mail

Please tell us how you would like to receive mail and notifications about your case.

Manage My Mail

Please tell us how you would like to receive mail and notifications about your case.

If you would like to receive email notifications when mail is available for your case electronically through Apply.MT.Gov in addition to your regular US Mail, select the "US Mail + Email Notifications" option.

You can also choose to **stop** receiving US Mail by selecting the "Email Notifications Only" option. US Mail will only stop after we verify your email address.

After making a selection, you must click "UPDATE" for it to take effect.

* Case Number:

- US Mail
- US Mail + Email Notifications
- Email Notifications Only

UPDATE

Viewing Mail:

- Once your case is linked, you can view digital copies of notices that have been sent to you by DPPHS, including your renewal packet

[Apply For Assistance](#)

Hello, you are logged in.

[Manage My Account](#) [Logout](#)

[My Benefits](#) [My Applications](#) [Report Changes/
Renew Benefits](#) [My Mail](#)

My Mail

Here you can view mail for cases linked to your apply.mt.gov account. To link a case to your account, click the "Manage My Account" button above.

My Mail

Below you can view the notices for your case. To search, select the date range that you would like to view and then click Search. To view a searched for notice, click on the View link.

Document Name	Mail Type	Date Sent	Details
Voter Registration Questionnaire	Notice	04/18/2023	View
National Voter Registration Act Information	Notice	04/18/2023	View
Montana Voter Registration Application	Notice	04/18/2023	View
Authorization to Release Information	Notice	04/06/2023	View
Montana Voter Registration Application	Notice	04/06/2023	View
Medicaid Redetermination Form	Notice	04/06/2023	View
National Voter Registration Act Information	Notice	04/06/2023	View
Rights and Responsibilities Form	Notice	04/06/2023	View
Voter Registration Questionnaire	Notice	04/06/2023	View

From Date: To Date: [Search](#)

ONLINE SERVICES | DPPHS | PRIVACY & SECURITY | ACCESSIBILITY | CONTACT US

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Completing Medicaid redetermination process online:

- If you have received a paper renewal packet in the mail or an email notification that a redetermination is necessary for your case, you can complete this process in your SSP account by selecting the “Report Change/Renew Benefits” and clicking the “Renew Benefits” button

Hello [redacted]. You are logged in.

[Manage My Account](#) [Logout](#)

[My Benefits](#) [My Applications](#) [Report Changes/
Renew Benefits](#) [My Mail](#)

Report Changes & Renew Benefits

Here you can report changes to your case and renew your SNAP, TANF, and Medicaid/HMK benefits. To link a case to your account, click the "Manage My Account" button above.

My Change Reports & Renewals


This section shows all of the cases currently linked to your account. To submit a change for your case, select the button under "Report a Change". To renew your case, select the button under "Renew Benefits".

Case Number	Head of Household	Benefits	Report a Change	Renew Benefits
[redacted]	[redacted]	Health Coverage Assistance SNAP (Food Assistance) TANF (Cash Assistance)	Report Change Continue	Renew Benefits Continue

- If you need to upload supporting documents to verify income or household information, you can do this in the SSP by selecting the arrow button

Case Selection

This section shows all of the cases currently linked to your account. Please select a case and press the "Continue" button below to view more information.

Selection	Case Number	Head of Household	Benefits	Case Status	Upload Documents
<input type="radio"/>	[redacted]	[redacted]	SNAP (Food Assistance), Health Coverage Assistance	Approved	

- If the documents requested exceed the file size limit, you can save and upload pages individually, fax, or mail the document in. PDF documents are smaller file size than photos, so if possible, try uploading your document as a PDF.
- You can also drop off documents at your regional OPA office if you are unable to upload them

Preparing for your case to be redetermined:

- If you have not received a notice that your case is being redetermined, you can find information about when this process will begin in your SSP account after April 10, 2023
- Go to <http://apply.mt.gov> and select the “Check My Benefits” tile

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- Once you log in to your account, select your active case and click “continue”

Case Selection

This section shows all of the cases currently linked to your account. Please select a case and press the “Continue” button below to view more information.

Selection	Case Number	Head of Household	Benefits	Case Status	Upload Documents
<input type="radio"/>	[Redacted]		Health Coverage Assistance, SNAP (Food Assistance), TANF (Cash Assistance)	Approved	

[Continue](#)

- Click on the magnifying glass next to “Health Coverage Assistance”

My Benefits

Below you will find information about the benefit programs registered on your case. Click on the magnifying glass icon to view more details about the benefit type.

As of Thursday, April 27, 2023.

Benefits	Status	Details
Health Coverage Assistance	Approved	
SNAP (Food Assistance)	[Redacted]	
TANF (Cash Assistance)	[Redacted]	

- The date that your redetermination is complete is listed below as “Next Review Date”. The process will begin the first day of the previous month. Example: in the case below, the process begins April 1st

In this section, you will see program information for each person on the case. All information below is current as of 7:05 PM Tuesday, April 18, 2023.



Eligibility Information

Individual: [Redacted]

Type of Assistance: [Redacted]

Case #: [Redacted]

Next Review Date: 05/31/2023

Issuance Information

Benefit Month: 04/01/2023

Program Name: Health Coverage Assistance

Coverage Level: Full


Date Issued: 03/28/2023

Incurment:

Premium Amount:

Reporting Changes:

- You are required to submit changes in your household or income to DPHHS **within 10 days of that change occurring**
- You can submit changes in the SSP by clicking the “Report Change” button



Report Changes & Renew Benefits

Here you can report changes to your case and renew your SNAP, TANF, and Medicaid/HMK benefits. To link a case to your account, click the "Manage My Account" button above.

My Change Reports & Renewals

This section shows all of the cases currently linked to your account. To submit a change for your case, select the button under "Report a Change". To renew you case, select the button under "Renew Benefits".

Case Number	Head of Household	Benefits	Report a Change	Renew Benefits
[Redacted]	[Redacted]	SNAP (Food Assistance)	Report Change	Renew Benefits
[Redacted]	[Redacted]	Health Coverage Assistance	Report Change	Renew Benefits

Submitted Renewals

This section shows renewals that you have submitted. To view the information that you submitted, select the icon under "Details." To upload documentation for your case, select the icon under "Upload Documents."

Number	Head of Household	Benefits	Date Submitted	Upload Documents	Details
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Troubleshooting the SSP/FAQs:

- **If you encounter issues with your SSP account login and account verification process, you can reach help by contacting support at 406-449-3468 or HHSWebSupport@mt.gov**
- If you are submitting a new application for benefits and need assistance, you can find step-by-step instructions by selecting the “help” button on <http://apply.mt.gov>
- If your browser closes or times out in your SSP account, you may have to login again. Return to <http://apply.mt.gov> and sign in to your account again
- If you created an online Medicaid account before DPHHS transitioned to using Okta, you may need to set up a new account
- If you are accessing the SSP on your mobile device, you need to scroll to the bottom of the page to click on “Desktop Version” to access the login