

June 21, 2021

## Premise Health Updates and Reminders



### New Check In Process For Appointments

- A valid photo ID and insurance card are required to check-in for your appointment.
  - Consent forms, insurance cards, and member identification are all necessary parts of ensuring that your medical information is safe and is getting to the appropriate places, as well as supports compliance with privacy laws and accreditation requirements.
- The E-Check In process allows you to complete the check in process in advance.
  - To complete the E-Check In process ahead of time: Log in to your [My Premise Health](#) patient portal, click 'Menu', then 'Visits'. An 'E-Check In' button will appear next to your appointment. Click the button and follow the prompts.
    - If you do not see the 'E-Check In' button, check back closer to the date of your appointment to complete the check in process.

### Lab Results Ordered by a Premise Health Provider

- Results will appear in your [My Premise Health](#) patient portal within two to three days.
- Health screening and/or lab results may be mailed to you upon request by completing one of the following steps:
  - Call (855) 200-6822, or
  - Request a mailed copy at the time of appointment, or
  - In the [My Premise Health](#) patient portal, click 'Your Menu', then select 'Communication Preferences.'

### Lab Results Ordered by an Outside Provider

- Ordering provider will receive results in four to five days.
- Outside Prover lab orders will not be available in the *My Premise Health* patient portal.



**Thank you for your patience while HCBD, the Montana Health Centers, and Premise Health continue to work on improving members services.**

For assistance setting up a *My Premise Health* account call Premise at (855) 200-6822 or visit [mypremisehealth.com](http://mypremisehealth.com) and click the 'contact support' button.

If you have any outstanding question or issues, contact HCBD at (800) 287-8266 or [benefitsquestion@mt.gov](mailto:benefitsquestion@mt.gov).

## State of Montana Health Care & Benefits Division (HCBD)

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-999-1062 (TTY: 1-855-999-1063).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-999-1062 (TTY: 1-855-999-1063).