

May 11 , 2021

Thank you for your patience and understanding while the Montana Health Centers transition to the new Premise Health electronic health record!

We appreciate your flexibility while HCBD and Premise Health work to improve member experience and patient management.



## Montana Health Centers Now Operated By Premise Health



### Making an Appointment with Premise Health

- To schedule an appointment at a Montana Health Center, you will need to create a *My Premise Health* account at [mypremisehealth.com](https://mypremisehealth.com) or download the My Premise Health app.
  - Click [here](#) for instruction on how to setup a new account and schedule an appointment, including your State-sponsored Health Screening.
- Registration for Dependents Under 18
  - Made using your My Premise Health account by logging in, clicking “Menu” in the top left-hand corner, select “Request Minor Chart Access”, enter in the requested information and click “Submit”. This can take up to one business day to complete; or
  - Call (855) 200-6822, schedule the appointment for your dependent, and when you arrive for your appointment, request portal access for your dependent(s).
- If you scheduled an appointment through the CareHere app or patient portal, go to [mypremisehealth.com](https://mypremisehealth.com) to verify that your appointment transferred to the My Premise Health patient portal. If it didn't, please call Premise Health at (855) 200-6822.
- When you schedule an appointment, the new system will automatically adjust the length of your appointment time based on the reason for and complexity of your visit.



### At Your Appointment

- **NEW process as of April 27, 2021:**
  - Bring a valid photo ID and your insurance card to your appointment.
  - Please arrive 5 to 10 minutes before your appointment time to complete the new check-in process.



### Transition from CareHere to Premise Health Reminders

- You can no longer use the CareHere app or website to make appointments at a Montana Health Center.
- Historical patient data from CareHere is accessible by you and your care team through March 2022 by using the CareHere website or app.
- You still have access to same providers at the same care locations.
  - *Reminder:* The new Health Center in Anaconda will open on July 6, 2021 at 610 E Park Plaza.

CareHere!



Premise Health.



Learn more about the Premise Health transition by clicking [here](#).  
For assistance setting up a My Premise Health account call Premise at (855) 200-6822.

## **State of Montana Health Care & Benefits Division**

Non-Discrimination Notice: The State of Montana Benefit Plan complies with applicable Federal civil rights laws, state and local laws, rules, policies and executive orders and does not discriminate on the basis of race, color, sex, pregnancy, childbirth or medical conditions related to pregnancy or childbirth, political or religious affiliation or ideas, culture, creed, social origin or condition, genetic information, sexual orientation, gender identity or expression, national origin, ancestry, age, disability, military service or veteran status or marital status. 45 C.F.R. § 92.8(b)(1) and (d)(1)

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).

This service is provided to you at no charge by [State of Montana Health Care & Benefits Division](#).