

June 2, 2021

Montana Health Centers Now Operated By Premise Health



Thank you for your patience and understanding while the Montana Health Centers *continue the 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.

New Process Reminders



Making an Appointment

- To schedule an appointment you will need to create a *My Premise Health* account at 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.
- **Be sure to select the appropriate visit type for your appointment. The system adjusts the length of your appointment based on the reason for and complexity of your visit.**

During the Appointment

- Bring a valid photo ID and your insurance card to your appointment. This ensures that Premise Health has your correct information and they are providing care to the appropriate patient.

Getting Outside Lab Results

- Lab work ordered by an outside provider will now be sent directly to the ordering provider. Results will not be available in your *My Premise Health* patient portal. Contact the ordering provider for your results.

Thank you again 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 and click the 'contact support' button.

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

State of Montana Health Care & Benefits Division (HCBD)

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).