



MESSAGE FROM THE CEO

Stronger Together: The Value of Partnership

Healthcare is changing at an unprecedented pace. New regulations, evolving reimbursement models, workforce challenges, and increasing administrative demands continue to reshape the way care is delivered and reimbursed. While these challenges can seem overwhelming, one thing remains constant: we are stronger when we work together.

At Rocky Mountain Health Network, partnership is more than a word—it is the foundation of who we are. Every day, we work alongside our members to help navigate the complexities of healthcare, advocate on your behalf, and provide the resources you need to focus on what matters most: caring for your patients.

Our strength comes from the collective expertise of our network. By working together, we build stronger relationships with payers, help practices navigate changing regulations, advance value-based care initiatives, and advocate for fair reimbursement for the services you provide. These collective efforts strengthen your practice while improving care for the communities we serve.

Partnership also means listening. The feedback, ideas, and experiences you share help shape our priorities and strengthen the services we provide. Whether we're assisting with credentialing, supporting payer contracting, resolving reimbursement issues, improving quality performance, or optimizing revenue cycle processes, our goal is to deliver solutions that make a meaningful difference for your practice.

Healthcare will continue to evolve, and new challenges will undoubtedly emerge. But you can be confident that RMHN will continue to stand beside you as a trusted partner—advocating for your interests, supporting your success, and working collaboratively to improve healthcare for the communities we serve.

Darik Croft

President & CEO

Rocky Mountain Health Network

PAYER UPDATES

PacificSource

PacificSource has confirmed that it will continue to maintain provider contracts and process provider roster updates, including new providers and TINs, through December 31, 2027.

Although PacificSource will no longer offer individual coverage after December 31, 2026, members with employer group coverage may remain enrolled through the end of 2027. As always, providers should verify member eligibility prior to rendering services to ensure coverage remains active.

UnitedHealthcare Provider Education & Network News

UnitedHealthcare continues to offer monthly West Region Provider Town Halls designed to help providers stay informed on key operational topics and resources. Upcoming educational sessions include portal navigation, claim submission, reconsiderations, appeals, and UMR-related topics in the coming months.

Providers are encouraged to subscribe to **UHC Network News**, which delivers monthly updates on medical and reimbursement policies, prior authorization changes, pharmacy and clinical program updates, health plan announcements, provider training opportunities, and other important operational information.

Recent highlights include:

- Updates to medical and reimbursement policies across Medicare, Medicaid, Exchange, and Commercial plans.
- Changes to select prior authorization requirements, including the removal of prior authorization for certain services and new requirements for select genetic, molecular, and radiology services.
- New provider education resources focused on portal tools, claims management, and digital submission processes.
- Ongoing training opportunities and compliance reminders for participating providers.

For the latest updates, archived newsletters, and educational resources, visit [Network News | UHCprovider.com](#) and subscribe to **Network News** to receive information directly to your inbox.

Range Health Medicare Advantage Network Update

Some office managers may have recently received an email from Range Health - Provider Data (providerdata@rangehealth.com) requesting clearinghouse and EDI information.

Please be advised that this is legitimate communication from Range Health, a new Medicare Advantage plan that will be entering the Montana market for the 2027 plan year. Range Health is proactively gathering provider and clearinghouse information in advance of its go-live date to ensure electronic transactions and claims processing can be established successfully.

If you receive this email, please review your records and respond as appropriate. If you are unsure whether your organization has already accepted or declined participation with Range Health, please contact:

- **Mollie Brandal** – mbrandal@rmhn.org
- **Jenelle Hampton** – jhampton@rmhn.org

Thank you for your attention to this request and for helping ensure a smooth onboarding process with this new payer.

Humana Payment & Claims Submission Reminder

Humana has implemented fees for paper-based transactions, including:

- \$5 fee for paper claim submissions
- \$5 fee for paper checks

To avoid these fees, providers are encouraged to:

- Submit claims electronically through their clearinghouse or preferred electronic claims platform.
- Enroll in Electronic Funds Transfer (EFT) to receive payments directly to a bank account.
- Enroll in Electronic Remittance Advice (ERA) for faster and more efficient remittance processing.

Humana offers ERA/EFT enrollment through the ERA/EFT Enrollment app available in Availity Essentials, allowing providers to receive payments electronically and manage enrollment preferences online. **You can find the ERA/EFT Enrollment App Flyer here:** [FINAL_648301ALL0125-A_HUMP648301_ERA-EFT_Flyer_2025pdf](#)

Making the switch to electronic claims and payments can help reduce administrative expenses, avoid unnecessary fees, and improve payment turnaround times.

Montana Healthcare Claims System (MTHCS) Changes Coming in 2027

Montana Healthcare Programs will transition to the new Montana Healthcare Claims System (MTHCS) in 2027, partnering with Gainwell Technologies to modernize claims processing and payment operations. Trading Partners, including billing software vendors and clearinghouses, will need to register with Gainwell, obtain new Trading Partner IDs, complete transaction certification testing, and update EDI configurations such as payer IDs, file naming conventions, and validation requirements.

Providers who use billing agents or clearinghouses should confirm their partners are preparing for these changes. Providers using the Provider Services Portal Direct Data Entry (DDE) or Mobile Caregiver+ for EVV generally do not need to take action. Additionally, the Montana Access to Health (MATH) Portal will be retired, with portal functions moving to the Montana Healthcare Programs Provider Services Portal and the new Montana Healthcare Claims Provider Portal.

[Medicaid System Changes](#) *(click here for additional information)*

EDUCATION

Optum 2026 National Documentation and Coding Education

Documentation and Coding:
Diabetes mellitus -
Aug. 18th from 9-9:30am

Documentation and Coding:
COPD, asthma and pulmonary
diseases - Aug. 18th from
12-12:30pm

Documentation and Coding:
Obesity and PCM -
Aug. 19th from 11-11:30am

Humana Risk Adjustment 2026 Monthly Learning Series CME and CEU Sessions

Deep Vein Thrombosis -
Aug. 5th from 10-11am

Deep Vein Thrombosis -
Aug. 6th from 1-2pm

Documentation & Coding: A
Physicians Perspective -
Aug. 10th from 1-2pm

Mental Health (w/Dementia &
Depression) -
Aug. 26th from 1-2pm

Humana Documentation & Coding Education - Some sessions have CEU's available

CPTII Tracking Performance
Measures - Aug. 7th at 1pm

AWV Documentation & Coding -
Aug. 10th at 6pm

Transition Care Management
(TCM) Documentation and Coding
Basics - Aug. 20th at 12pm

Documentation and Coding:
Quality reporting -
Aug. 19th from 1-2:00pm

Mental Health (w/Dementia &
Depression) -
Aug. 27th from 10-11am

Advanced Illness & Frailty with
Diagnosis Documentation Best
Practices - Aug. 28th at 1pm

Documentation and Coding:
Fundamental E&M for office or
other outpatient services -
Aug. 20th from 8-8:30am

CPTII Tracking Performance
Measures - Aug. 31st at 6pm

Documentation and Coding:
COPD, asthma and pulmonary
diseases - Aug. 20th from
10-10:30pm

Rocky Mountain Health Network

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Contact Us by Email

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