

4 A BILL FOR AN ACT ENTITLED: "AN ACT GENERALLY REVISING MEDICAID LAWS TO IMPROVE
5 CUSTOMER SERVICE; REQUIRING OPTIMAL MOBILE FUNCTIONALITY OF CLIENT-FACING
6 TECHNOLOGY; REQUIRING THE DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES TO
7 PROVIDE AN EXPECTED WAIT TIME AND CALLBACK OPTION FOR EACH HOTLINE CALLER;
8 REQUIRING WRITTEN MEDICAID APPLICATIONS AND RENEWAL NOTICES TO BE WRITTEN IN PLAIN
9 LANGUAGE; REQUIRING QUARTERLY REPORTS TO THE LEGISLATURE ON MEDICAID CLIENT
10 SERVICE; ~~REQUIRING THE DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES TO REOPEN~~
11 ~~OFFICES OF PUBLIC ASSISTANCE;~~ ESTABLISHING REPORTING REQUIREMENTS; PROVIDING
12 DEFINITIONS; AND PROVIDING AN APPROPRIATION; ~~AND AMENDING SECTION 53-2-301, MCA.~~"

14. BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MONTANA,

16 **NEW SECTION. Section 1. Improved customer service -- direction to department -- report to**

17 **legislature.** (1) To streamline the Montana medicaid program application and renewal process, the department

18 shall accept:

19 (a) applications, renewals, recertifications, and periodic reports online and by phone; and

20 (b) required document submissions electronically, including via upload from a mobile device.

21 (2) (a) The department shall use text messaging and e-mail to communicate with members and

22 applicants who provide cell phone numbers and e-mail addresses.

23 (b) The department shall establish a system to notify members and applicants via text message

24 and e-mail when verifications are due and when a renewal, recertification, or periodic report is due.

25 (3) (a) The department shall provide a phone hotline for members and applicants. The hotline may

26 also be used for other public assistance benefits.

27 (b) The department shall provide an expected wait time and offer a callback option to each hotline

28 caller.

1 (9) As used in this section, the following definitions apply:

2 (a) "Ex parte renewal" means a renewal conducted pursuant to 42 CFR 435.916(b)(1).

3 (b) "Mobile-first technology" means a design approach that starts with a mobile version of a

4 website or application that is then adapted to a larger screen.

5 (c) "Procedural reasons" means the state or a medicaid member fails to complete a part of the

6 renewal process and loss of medicaid coverage for the member occurs.

Section 2. Section 53-2-301, MCA, is amended to read:

"53-2-301. Local offices of public assistance to be established by department. (1) The department shall establish one or more local offices of public assistance in each county of the state. If conditions warrant, Subject to the conditions prescribed in subsection (2), two or more counties may be combined into one administrative unit and the department may use the same local office of public assistance to administer public assistance in the combined counties.

(2) (a) In accordance with subsection (2)(b), the legislature directs the department to reopen 10 offices of public assistance by June 30, 2026.

(b) When determining the locations of reopened offices, the department shall consider the following:

(i) the percentage of overall calls into the hotline from residents by county;

(ii) the distance required for individuals in each county to reach an office that is open as of [the date of this act];

(iii) the percentage of individuals enrolled in the Montana medicaid program who are disenrolled at
1 for procedural reasons, as that term is defined in [section 11], by county; and

(iv) the percentage of individuals who have an initial period of enrollment in medicaid, followed by a coverage and subsequent reenrollment."

NEW SECTION. **Section 2.** **Appropriation.** (1) There is appropriated ~~\$3 million~~ \$200,000 from the

general fund to the department of public health and human services in each year of for the biennium beginning July 1, 2025, for the purposes of implementing 53-2-301.

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(2) The legislature intends that this is a one-time-only appropriation.

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- END -

AMEND