

May 21– June 3, 2024

Systems announcements

Update on DHS connections with Change Healthcare

Minnesota Department of Human Services (DHS) is aware of how recent cyberattacks are impacting our providers and their clearinghouses and VANs. Minnesota Health Care Programs claims processing and pharmacy point-of-sale systems are functioning normally. DHS is working with Optum on a security assessment of their Change Healthcare platform and may restore connections based on the results of that assessment. (pub. 5/8/24)

Mental health claims requiring Medicare Economic Index (MEI) rate increase

An MEI rate increase became effective Jan. 1, 2024, for Assertive Community Treatment, Intensive Residential Treatment Services, Adult Residential Crisis Stabilization, and Intensive Rehabilitative Mental Health Service providers. We explained to some providers that we would reprocess claims to pay the rate increase. We discovered we are not able to reprocess these claims. You must replace your claims that we paid at the lower rate beginning Jan. 1 with claims that bill at the increased rate. Claims must be replaced within 12 months of the date of service or six months from the date of payment, whichever is longer.

Refer to the [MN–ITS Submit DDE Claims \(837\) to Replace or Void \(take back\) a Claim](#) MN–ITS User Manual for instructions on how to replace a claim. You may also call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 for additional assistance. (pub. 6/3/24)

Pharmacy claims processing system update meeting on June 18, 2024

The Minnesota Department of Human Services (DHS) and Magellan Health will host a provider and stakeholder meeting to provide an update on the modernization of the pharmacy claims processing system on June 18, 2024, at noon.

The virtual meeting will be hosted by Magellan Health using the Microsoft Teams platform. Refer to the following information for details. All interested individuals are invited to participate in the meeting.

- Meeting link: [Magellan Health and DHS update meeting](#)
- Meeting ID: 225 820 236 518
- Passcode: 7yoQQ4
- By telephone: (844) 730-9010, Phone Conference ID: 255567981# United States (Toll-free)

Email Chad Hope at chad.hope@state.mn.us if you have questions about this meeting. (pub. 06/03/24)

Upcoming webinars to help school-based providers address youth behavioral health

School-based mental health and substance use disorder professionals will explore topics related to effective care for youth experiencing a behavioral health crisis in this new, webinar-based training series. Minnesota Department of Human Services partnered with the Training Institute at People Incorporated to provide trainings that address youth behavioral health and managing challenging behaviors. Live trainings will run throughout 2024 and 2025 and will be recorded for later viewing. Upcoming webinars include the following:

- Crisis-De-escalation – June 5, 3:30 – 5 p.m.
Learn a three-step model of intervention to help guide an upset child back into their rational brain. Go to the [Crisis De-escalation](#) webpage to review the course description and register.

- Professional Boundaries and Ethics – June 12, 3:30 – 5 p.m.
Explore the nature of boundary issues in a school setting, looking at the different risk areas and learning tips and best practices for reducing the risk of boundary problems in the workplace. Go to the [Professional Boundaries and Ethics](#) webpage to review the course description and register.
- Boundaries and Self-Disclosure – June 20, 3:30 – 5 p.m.
Learn best practices in self-disclosure, including in our increasingly digital world of communication. Go to the [Boundaries and Self-Disclosure](#) webpage to review the course description and register.
(pub. 5/23/24)

Upcoming webinars to help hospital staff address youth behavioral health

Hospital staff will learn about effective care for youth experiencing a behavioral health crisis in new, free webinar-based trainings. Trainings will teach you how to address youth behavioral health and manage challenging behaviors.

Minnesota Department of Human Services partnered with the Training Institute at People Incorporated to provide live trainings throughout 2024 and 2025 and offer recorded versions for later viewing. Upcoming webinars include the following:

- Supporting Co-workers and the Team – June 5, 9:30 – 11 a.m.
Explore specific strategies to promote the health and wellbeing of team members by deliberately emphasizing team care, resilience, and compassion for satisfaction in the workplace. Go to the [Supporting Co-Workers and the Team](#) webpage to review the course description and register.
- Building Resiliency and Self-Care – June 11, 9 – 10:30 a.m.
Explores the problem of chronic unremitting stress on our overactive and distracted brains and offers a set of different skill sets for robust mental health that can be learned and practiced by anyone. Go to the [Building Resiliency and Self-Care](#) webpage to review the course description and register.
- Suicide Risk Assessment – June 18, 10:30 a.m. – noon
Improve comfort and skill levels with this difficult and emotional topic by exploring and practicing assessment protocols and conversation dynamics. Go to the [Suicide Risk Assessment](#) webpage to review the course description and register.
(pub. 5/23/24)

Electronic visit verification contact information update

Effective immediately, the Minnesota Department of Human Services (DHS) electronic visit verification (EVV) team will no longer monitor the DHS.128@state.mn.us email inbox for EVV inquiries. DHS will continue to monitor this email inbox for non-EVV questions.

For detailed contact information, refer to the “Contact us” tab on the [Electronic visit verification](#) webpage.

Refer to the Aging and Adult Services and Disability Services divisions [EVV contact information update](#) eList announcement for more information. (pub. 5/22/24)

Mental health treatment supervisor claims incorrectly denying; claims to be reprocessed

Minnesota Health Care Programs (MHCP) is aware that some mental health treatment supervisory services claims submitted by mental health professionals and certified rehabilitation specialists are incorrectly denying. Effective Oct. 17, 2022, mental health professionals and certified rehabilitation specialists have been qualified to provide supervisory services based on their licensure.

We are working to fix the issue and will reprocess claims that were incorrectly denied. Providers can continue submitting claims.

Additionally, MHCP discontinued Qualified Mental Health Professional Clinical Supervision Assurance Statement (DHS-6330) because mental health professionals and certified rehabilitation specialists no longer need to complete the form.

We will post a future Provider News message on this webpage when claims are reprocessed. (pub. 5/16/24)

Fee-for-service mental health services claims reimbursing at incorrect rate for certain providers

The Minnesota Department of Human Services (DHS) is aware that the three percent rate increase approved for certain fee-for-service mental health services is causing some claims to be incorrectly reimbursed for the following providers.

- Indian health services, federally qualified health centers and rural health clinics providers: These providers should not receive the three percent increase because they are reimbursed an encounter rate.
- Mental health services providers: Reimbursement rates for some fee-for-service mental health services increased by three percent effective Jan. 1, 2024, but should not have been included in the increase.

DHS implemented the three percent rate increase on the April 9, 2024, warrant and this resulted in some claims to be incorrectly reimbursed. We will review claims from previous warrants and correct any payment errors.

We will post a future Provider News message on this webpage when the system change is corrected and claims are reimbursed at the correct rate. (pub. 5/16/24)

DHS requests public comments on CFSS Policy Manual

The Minnesota Department of Human Services (DHS) requests public comments on the Community First Services and Supports (CFSS) Policy Manual. The deadline to submit comments is **Friday, June 14, 2024**, no later than 4 p.m.

For more information, refer to the Aging and Adult Services and Disability Services Division eList announcement: [DHS requests public comments on CFSS Policy Manual](#). (pub. 5/16/24)

Register for PCA/CFSS Steps for Success workshop

Registration is now open for the personal care assistance (PCA)/community first services and support (CFSS) Steps for Success workshop scheduled for **June 26-28, 2024**. Registration will close three business days before the workshop at 8 a.m.

Steps for Success is a three-day workshop offered to PCA/CFSS agency owners and managing or supervising staff to meet the PCA/CFSS agency provider training requirements for enrolling or maintaining enrollment with Minnesota Health Care Programs (MHCP).

To register for this training, click on the [Registration and cost](#) link on the PCA/CFSS Steps for Success workshop webpage. The workshop is online only.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with any questions. (pub. 5/15/24)

Fax submission ends June 1 for Hospital Presumptive Eligibility providers

Effective June 1, 2024, Health Care Consumer Support (HCCS) will no longer accept any materials submitted by fax from Hospital Presumptive Eligibility (HPE) providers.

Providers must now submit using the [HCCS Document Portal for Partners and Providers](#). Using the portal eliminates fax transmission errors, ensures accurate submission of documents, and creates efficiency in the processing for HPE clients, partners, providers and HCCS. We encourage using the HCCS Document Portal before HCCS removes the fax line on June 1, 2024.

You do not need to register or create a user ID or password to use the HCCS Document Portal. View a [video demonstration](#) of the HCCS document portal or refer to the [HPE program](#) webpage for user instructions and other information.

Contact HCCS for HPE at 651-431-3480 or 888-702-9968 (option 1) with any questions. (pub. 5/10/24)

Fax submission ends June 1 for Minnesota Family Planning Program providers

Effective June 1, 2024, Health Care Consumer Support (HCCS) will no longer accept any documents submitted by fax from Minnesota Family Planning (MFPP) providers.

MFPP providers must now submit documents using the [HCCS Document Portal for Partners and Providers](#). Using the portal eliminates fax transmission errors, ensures accurate submission of documents, and creates efficiency in the processing for MFPP clients, partners, providers and HCCS. We encourage using the HCCS Document Portal before HCCS removes the fax line on June 1, 2024.

You do not need to register or create a user ID or password to use the HCCS Document Portal. Refer to the [MFPP forms, documents and resources](#) webpage for user instructions and other information.

Contact HCCS for MFPP at 651-431-3480 or 888-702-9968 (option 3) with any questions. (pub. 5/9/24)

Community first services and supports (CFSS) implementation date is October 1, 2024

The Minnesota Department of Human Services (DHS) plans to implement CFSS on October 1, 2024.

For more information, refer to the Aging and Adult Services and Disability Services Division eList announcement: [DHS announces CFSS implementation timeline](#). (pub. 5/8/24)

Second ventilator rental authorization required

Minnesota Health Care Programs recently discovered that the claims system is not identifying and denying claims for members receiving a second monthly ventilator rental without an approved authorization. We will not reprocess past claims that paid in error. You must submit authorization requests for secondary ventilator rentals to the [medical review agent](#). Claims will deny when there is not an authorization beginning July 1, 2024.

Refer to the [Respiratory Equipment](#) section of the MHCP Provider Manual for information on ventilators. Call the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 5/8/24)

System issue for wheelchair accessories with KU modifier

Minnesota Health Care Programs (MHCP) is currently experiencing a system issue which may cause claims with the KU modifier to pay incorrectly. Currently, Medicare crossover claims are pulling the incorrect rate file. We are reviewing programming to ensure that any system update will process claims by applying the appropriate rate. We will post a message on this webpage when the issue is resolved. (pub. 5/8/24)

Individualized Education Program (IEP) Services Annual Data Report Form (DHS-5052) for 2022-23 due July 5, 2024

All schools providing IEP services must submit the [Individualized Education Program \(IEP\) Services Annual Data Report Form \(DHS-5052\)](#) online form for the 2022-23 school year to the Minnesota Department of Human Services (DHS) by July 5, 2024.

You must submit the report if you performed any of the following during the 2022-23 school year:

- Processed service billing, received payments, and reported all necessary cost data using the Special Education Data Reporting Application (SEDRA) administered by the Minnesota Department of Education (MDE).
- Documented and forwarded a detailed count of Medical Assistance (MA) service hours and interactions to DHS using the [Individualized Education Program \(IEP\) Services Annual Data Report Form \(DHS-5052\)](#) for the following services:
 - Physical therapy
 - Occupational therapy
 - Speech-language pathology and audiology
 - Mental health services
 - Nursing services
 - Personal care assistance services
 - Interpreter services
- Provided DHS with a comprehensive report detailing the total number of special transportation trips and the count of MA-eligible children who utilized special transportation services during the 2022-23 school year through the submission of the Individualized Education Program (IEP) Services Annual Data Report Form (DHS-5052).

Failure to submit the required cost data for the provided IEP services, along with received payments, by July 5, 2024, will result in the final rate for the respective service being assessed at \$0.00.

Email dhs_rates_iep@state.mn.us with questions about the required documentation. Email the Special Education Funding and Data Team of MDE at mde.spedfunding@state.mn.us with questions about SEDRA. (pub. 5/7/24)

Revised: Medical Assistance (MA) enrollee asset limits resume

We revised this message to clarify when asset limits resume. Some MA enrollees will again be subject to asset limits to determine their eligibility for health insurance beginning with renewals processed for July 1 coverage. If you serve aged, blind or disabled individuals you should be aware because this may impact people receiving your services. Please pass this information on to your patients. Visit the [Income and asset limits](#) webpage for more information about enrollees and asset limits. (pub. 4/23/24, revised 5/6/24)

PCA agency resources and MN–ITS training must be completed within 30 days of enrollment

The Minnesota Department of Human Services (DHS) is changing the requirement to complete the [PCA Agency Resources and MN–ITS Training](#). The designated billing person must complete the training within 30 days of the date of active enrollment and within 30 days of changes to the designated billing person, effective **May 6, 2024**.

Designate a billing person through the online [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#) or fax the completed [Designation of Billing Person for PCA \(DHS-6000\) \(PDF\)](#) to 651-431-7465. (pub. 5/6/24)

Upcoming webinars to help school-based providers address youth behavioral health

School-based mental health and substance use disorder professionals will explore topics related to effective care for youth experiencing a behavioral health crisis in this new, webinar-based training series. The Minnesota Department of Human Services will be partnering with the Training Institute at People Incorporated to provide trainings that address youth behavioral health and managing challenging behaviors.

Trainings will run throughout 2024 and 2025 and will be offered live, as well as recorded for later viewing. Upcoming trainings include the following:

- **Building Resiliency and Self-Care** – May 14, 3:30 – 5 p.m.
Explore the problem of chronic unremitting stress on our overactive and distracted brains and learn a set of different skill sets for robust mental health that can be learned and practiced by anyone. Go to the [Building Resiliency and Self-Care](#) webpage to review the course description and register.

- Cultural and Equity Considerations – May 22, 3:30 – 5 p.m.
Uncovers how children’s cultural identities and experiences shape the way they make meaning of the world and relate to others. This training looks at practical strategies for learning about the child’s perspective and tips for conducting such conversations. Go to the [Cultural and Equity Considerations](#) webpage to review the course description and register.
(pub. 5/1/24)

Reminder: Service Agreement and Screening Document (SASD) support team discontinues fax option to submit documents

This is a reminder that the SASD support team will no longer have an active fax number beginning May 1, 2024. Several provider groups will now have to use online forms to submit materials that previously were faxed to the SASD support team. Refer to the following guidance.

- **Personal care assistance (PCA) – Use the following online form to request a technical change:**
 - [Personal Care Assistance \(PCA\) Technical Change Request \(DHS-4074A\)](#)
- **Skilled nursing visits, home health services, and home care nursing providers – Use the following online form to request a technical change:**
 - [MA Home Care Technical Change Request \(DHS-4074\)](#)
- **County public health agencies, tribal nations and PCA assessors contracted by a lead agency – Use the following online form to request a technical change:**
 - [PCA Request Form \(for lead agency use\) \(DHS-4292\)](#)
- **County and managed care organization staff – Use the following online form to request the deletion of a screening document from MMIS:**
 - [Screening Deletion Request \(DHS-4689A\)](#)

Helpful reminders:

- When submitting forms, double-check that you have correctly entered your name and contact information, such as email address and phone number. This ensures you receive an auto-generated response that the form was successfully submitted and that the SASD support team can contact you about your request.
- Only submit forms to the location and fax number as listed on the form or within the form instructions since the SASD support team fax number will be discontinued.

(pub. 4/30/24)

Recuperative Care program frequently asked questions resource available

Minnesota Health Care Programs (MHCP) has created a frequently asked questions resource about the Recuperative Care program as a follow-up to the general information webinar held on Feb. 15, 2024. We recommend reviewing [Recuperative Care Program Frequently Asked Questions \(PDF\)](#) if you are considering enrolling with MHCP as a recuperative care provider in the future. Note, we are temporarily holding on processing enrollment for recuperative care providers at this time. Refer to [Revised: Recuperative care provider enrollment temporarily](#) for more information. (pub. 4/26/24)

Nonemergency Medical Transportation (NEMT) services providers cannot bill Minnesota Health Care Programs (MHCP) for Modes 3 and 4

NEMT services providers cannot bill MHCP for Mode 3 – Unassisted transport (curb-to-curb) and Mode 4 – Assisted transport (door-to-door and door-through-door) services; and must contract with one of the following organizations for billing and reimbursement.

- Medical Transportation Management – Minnesota Nonemergency Transportation (MTM-MNET)
- SmartLink
- Local county or tribal agency

MTM-MNET, SmartLink or the local county or tribal agency bills MHCP for Modes 3 and 4 services and reimburses the NEMT services provider. Refer to [Overview](#) under Local County or Tribal Agency NEMT Services in the MHCP Provider Manual for contact information. (pub. 4/24/24)

Incontinence testing deadline extended to June 1

Minnesota Health Care Programs (MHCP) extended the deadline to receive updated testing results for incontinence products. We must receive new testing results by June 1, 2024, for products to be added to the MHCP Incontinence Products List by [HCPCS](#) or [Manufacturer](#).

We will amend the Incontinence Products List on or before May 1 to update products that have received new testing results. We will revise the list again in mid-May and on June 1. For products that are currently on the Incontinence Products List and do not have new test results before May 1, the date column will show as “Pending” during the month of May while testing is being completed. We will remove “Pending” products from the list if we do not receive testing results by June 1.

Refer to [MHCP Requirements for Incontinence Products \(DHS-3811\)](#) to review testing requirements. Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have any questions about incontinence product testing. (pub. 4/23/24)

Relocation Service Coordination (RSC) claim denial error fixed, claims reprocessed

Some RSC-Targeted Case Management claims incorrectly denied with claim status code 483 and remittance remark code N362 due to a system issue. We have fixed the issue and claims are now processing correctly. We reprocessed all RSC claims that incorrectly denied with this error code, and they will appear on the April 26, 2024, remittance advice. Call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 4/19/24)

Electronic visit verification (EVV) quarterly webinar sessions planned

The Minnesota Department of Human Services offers quarterly webinar sessions to providers required to use EVV. The webinar sessions cover updates, resources, and Q&A. The sessions are scheduled from 1 to 2 p.m. on the following dates:

- Monday, March 25, 2024
- Monday, June 24, 2024
- Monday, Sept. 23, 2024
- Monday, Dec. 16, 2024

Review the Disability Services Division’s [Electronic visit verification \(EVV\) quarterly updates](#) webinar announcement for registration and other information. (pub. 3/21/24)

Minnesota Health Care Programs (MHCP) experiencing high call volume

Due to new legislative updates and revalidations, the MHCP Provider Resource Center is experiencing high call volume. You may experience a longer wait time or you will have to call back at a different time.

You may also refer to the following webpages:

- [MHCP billing resources](#) webpage for billing resources
- [MHCP provider training](#) webpage for free training sessions for specific provider types and services

We will offer free question and answer sessions for the MPSE Portal beginning Feb. 7, 2024. Refer to the [Minnesota Provider Screening and Enrollment \(MPSE\) portal training](#) webpage for more information about the sessions. (pub. 1/29/24)

Processing delay for dental claims

The Minnesota Health Care Programs (MHCP) [dental benefits](#) for 2024 have been implemented and reflect there are no longer age or pregnancy status as qualifiers effective Jan. 1, 2024, because of legislation passed during the 2023 Session ([Minnesota Statutes, 256B.0625](#), subdivision 9).

We are currently experiencing a processing delay which may cause claims to pay incompletely. We will automatically reprocess all dental claims that were paid incompletely when the system update is completed. No action is needed at this time from providers.

We will post a message on this webpage with updated claim and billing information when available. (pub.1/4/24)

Reminder: Waiver allowing PCA agencies to bill for services provided by certain family members ended Nov. 11

We explained on Sept. 27 on this webpage that the temporary waiver allowing personal care assistance (PCA) agencies to hire certain family members to be paid to provide PCA services ended Nov. 11, 2023. This is a reminder this temporary waiver ended Nov. 11, 2023.

The family members that the waiver allowed to be paid for providing PCA services were:

- Parents of minors
- Stepparents of minors
- Legal guardians of minors
- Spouses

The Minnesota Department of Human Services (DHS) previously announced an extension of the end date for this waiver in a [May 12, 2023, eList](#).

Effective **Nov. 12, 2023**, Minnesota Health Care Programs (MHCP) or a person's managed care organization (MCO) cannot pay PCA agencies for claims with dates of service provided after Nov. 11, 2023, by these family members.

People and families should work together with their PCA agency to develop an alternative plan for providing PCA services. They can contact their lead agency (county, tribal government, or managed care organization) for additional support if they continue to struggle with staffing.

Review the [Sept. 26, 2023, eList](#) announcement for more information.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 or use the [Disability Services Division Contact Form](#) to submit an inquiry with questions. (pub. 9/27/23 and 10/24/23, rev. 12/5/23)

Updated webpage and new tools help Minnesotans keep their health insurance as renewals resume in public health care programs

Minnesota Department of Human Services refreshed the [Renew My Coverage](#) webpage and will launch new tools in the coming weeks to make it easier for Minnesotans to keep their health insurance now that annual member eligibility renewals have resumed in public health care programs. Please share this information with the members you serve.

Members should look for:

- A new envelope design to help renewal paperwork stand out better in mailboxes. Envelopes are now marked with a blue circle with the text "Important information enclosed."
- A new [document upload tool](#) that allows members to skip the postage and upload their annual eligibility renewal documents online. Enrollees can also submit renewal paperwork by postal mail, dropping it off at their county or tribal office, fax or by giving their information verbally over the phone.

Members will soon be able to:

- Use a new renewal date lookup tool to find out when to watch their mail for renewal information.

- Receive text messages from the number “28343” when it’s time to fill out and submit their renewal paperwork.

We are committed to ensuring that eligible Minnesotans retain their public coverage when renewal processes resume as required by Congressional legislation that [states to return to standard Medicaid eligibility procedures](#). On the [Renew my coverage](#) webpage, we have created a one-stop shop for Medical Assistance and MinnesotaCare members with all the information they need about how to keep their insurance.

The most important thing enrollees can do now to prepare for their renewal is to [Update their contact information](#). Members who have moved in the last three years should update their address, phone number and email, so they can be reached.

Renewal information will be mailed to members in monthly waves or “cohorts” each month for the next 12 months. The first group of Minnesotans due for their renewal paperwork will get their renewal information mailed within the next few weeks. (pub. 4/27/23)

Training

Doula services provider enrollment trainings with a live demonstration of the MPSE portal scheduled monthly for 2024

Minnesota Health Care Programs (MHCP) will host free online trainings for doula organizations and individual providers wanting to enroll with MHCP. You will learn about the MHCP provider enrollment manual and view a live demonstration of the enrollment process in the Minnesota Provider Screening and Enrollment (MPSE) portal.

Participants need the following to attend the webinar.

- Ability to connect to the webinar from their own computers. You do not need special hardware or software. We recommend not using a phone or tablet.
- Ability to communicate with presenters using the chat feature available as part of the webinar session.
- Internet access.
- Speakers or a headset.

Register for the doula provider enrollment MPSE live demonstration on the [MPSE portal training](#) webpage. (pub. 3/7/24)

Minnesota Provider Screening and Enrollment (MPSE) portal Questions and Answers sessions

The Minnesota Department of Human Services will be offering weekly questions and answers sessions for the [MPSE Portal](#). Questions and answers sessions take place every Wednesday from 1 to 2 p.m. starting on **Feb. 7, 2024**. These sessions are free and no registration is required.

MPSE questions and answers sessions will be held virtually using the Microsoft Teams platform, but attendees do not need to have Microsoft Teams installed. Participants can use the browser version. Find the link to join the questions and answers session on the [MPSE portal training](#) webpage.

Who should attend?

- Owners of MHCP-enrolled organizations.
- Individual providers who maintain their own MHCP enrollment records.
- Employees of MHCP-enrolled organizations who maintain provider enrollment records.
- Employees of MHCP-enrolled organizations who process affiliations or do credentialing.
- Employees of MHCP-enrolled organizations responsible for MHCP compliance.
- Individuals or organizations interested in becoming an MHCP provider for the first time.
- Anyone interested in learning more about the MPSE portal.

(pub. 3/18/24)

Minnesota Health Care Programs (MHCP) on-demand video and online training updates

MHCP offers training for providers who provide services for members enrolled in MHCP. We have updated on-demand and online training opportunities on the [MHCP provider training](#) webpage.

On-demand videos

On-demand videos are arranged by category, including Minnesota Provider Screening and Enrollment Portal (MPSE), MN-ITS and Billing. Each video can be viewed in 10 minutes or less and provides instructions on a concept or technique.

Online training

Online training is arranged by content for all providers or specific providers. Training is led by an instructor who will help attendees navigate the Minnesota Department of Human Services website and locate and use MHCP provider information and other related webpages or internet-based applications such as MN-ITS. All instructor-led training is online only. (pub. 11/22/22)

Free online Resources and MN-ITS training available

Minnesota Health Care Programs (MHCP) offers free online training for MHCP-enrolled providers. Go to the [MHCP provider training](#) webpage to review the list of available training. (pub. 11/22/22, rev. 1/31/23, rev. 2/28/23, rev. 4/5/23, rev. 4/25/23, rev. 12/5/23)

Free online Provider Basics and MN-ITS training available

Minnesota Health Care Programs (MHCP) is offering free online Provider Basics Resources and MN-ITS training to all enrolled MHCP providers who bill fee-for-services claims. This training is being offered monthly beginning Mar. 10, 2021.

You will learn how to navigate the MHCP provider webpages and the MHCP provider manual, and how to use MN-ITS administration, mailbox and eligibility requests (270/271) features. Go to the [Provider Basics](#) webpage to register for this training.

Claim training is not provided in this training. See our [MHCP provider training](#) webpage to register for provider-specific claim training. (pub. 2/11/21)

New on-demand training video added

Minnesota Health Care Programs (MHCP) offers free on-demand training videos arranged by category on the [MHCP provider training](#) webpage. Each video can be viewed in about 10 minutes and provides instructions on a concept or technique.

New video:

[Uploading Training Certificates in the Minnesota Provider Screening and Enrollment Portal](#) – This video demonstrates how a Global Provider creates a request in the MPSE portal to add a training certificate for an owner or authorized person. (pub. 5/22/24)

Free online Minnesota Provider Screening and Enrollment (MPSE) training available

Minnesota Health Care Programs is providing free online training for our MPSE online portal.

Visit the [MPSE portal training](#) webpage for registration, brief online tutorials to help prepare you for class and more information. (pub. 2/1/20, rev. 2/19/20, 7/27/22)

Additional information

- [Provider news and updates archive](#)
- [MHCP provider policies and procedures](#)
- [Latest Manual Revisions](#)
- [Grants and requests for proposals](#)

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this information.