

July 2 – 15, 2024

Systems announcements

We will update this section with information about MN–ITS availability, technical information and other systems announcements when necessary.

REVISED: DHS requests customized living service providers complete survey to verify setting information

We have revised this message to address the issue of some providers receiving a letter without information regarding their setting.

The Disability Services Division (DSD) of the Minnesota Department of Human Services (DHS) is preparing to publish a list of all enrolled customized living (CL) settings with an active license that deliver CL services to members on Brain Injury (BI) or Community Access for Disability Inclusion (CADI) waivers. This list will be a tool to assist case managers and lead agencies in determining the [specific limitations](#) that apply to each CL setting to ensure they are providing accurate information to members when identifying CL settings a member can move into. The list will be published quarterly in the Community Based Services Manual.

On July 9, 2024, DSD sent out a letter to CL providers' MN–ITS mailboxes that was missing the information regarding their setting. **We are working on a resolution and will update this webpage when we send the new letter.** DSD will send each CL provider a letter to their MN–ITS mailbox which will include information for their setting. The letter will include a link to a survey for providers to verify if all the setting information in the letter is correct. DSD asks providers to identify any errors or incorrect information about the setting information in the survey. The survey will be available from July 8 through Aug. 16, 2024.

Submit questions about this process using the online [DSD Contact Form](#). (pub. 6/25/24) (rev. 7/12/24)

Substance Use Disorder (SUD) nonresidential (outpatient) facilities required to certify ASAM level of care

American Society of Addiction Medicine (ASAM) levels of care become effective in state law on Jan. 1, 2025. Enrolled Minnesota Health Care Programs (MHCP) nonresidential (outpatient) SUD providers must certify their ASAM level of care by Jan. 1, 2025, under [Minnesota Statutes, 256B.0759, subdivision 2](#). Your program will be ineligible for payment for services provided under MHCP if you do not certify your levels of care by Jan. 1, 2025.

You may certify by following the certification instructions under the “How to Enroll” tab on the [1115 Substance Use Disorder \(SUD\) System Reform Demonstration](#) webpage.

SUD nonresidential (outpatient) facilities must have the 245G.20 designation for serving people with co-occurring disorders. Contact your Minnesota Department of Human Services licensor or email [SUD licensing at dhs.mhcdlicensing@state.mn.us](mailto:dhs.mhcdlicensing@state.mn.us) if you do not currently hold this designation.

You may get help with the certification process from the following:

- Behavioral Health Division (BHD) virtual office hours, which are offered every Thursday from 2 - 3 p.m. and answer specific questions. Refer to the “News” tab on the [1115 SUD System Reform Demonstration](#) webpage. You may also email 1115demonstration.dhs@state.mn.us to schedule a Webex meeting outside of virtual office hours.

- Email your questions about the 1115 SUD System Reform Demonstration to the BHD 1115 team at 1115demonstration.dhs@state.mn.us.

(pub. 7/11/24)

Pharmacy services providers bill managed care organization (MCO) and Minnesota Health Care Programs (MHCP) for members with both Medical Assistance (MA) and MCO coverage

Pharmacy services providers bill the MCO as the primary payer and MHCP fee for service as the secondary payer for cost sharing when members have coverage through MA and a prepaid health plan coverage with an MCO. Use the following instructions to submit a claim to MHCP.

- Enter in the coordination of benefit on the claim.
- Submit the claim and note that the claim will deny.
- Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 to create a case. The case will be sent to the claims unit and the claim will be reprocessed.
- We will contact the pharmacy services provider with payment information after the claim is reprocessed.

Refer to [Overlapping MHCP and managed care organization \(MCO\) coverage](#) in the Billing Policy Overview section under Provider Basics in the MHCP Provider Manual for information on how to bill claims to MHCP. (pub. 7/11/24)

Upcoming Housing Stabilization Services webinars

The Minnesota Department of Human Services Housing Stabilization Services team is hosting a webinar series beginning in July through October 2024. Webinars are scheduled for the second and fourth Thursdays of each month from 10:30 a.m. - noon. The purpose of the webinars is to enhance providers' effectiveness and deepen their understanding of the Housing Stabilization Services program. You can stay updated on best practices and policies by attending these webinars. Refer to the [Webinar series for providers](#) Housing Stabilization Services e-memo for registration and other information. Email dshhousingstabilization@state.mn.us if you have questions about this message. (pub. 7/9/24)

Minnesota Health Care Programs (MHCP) seeks feedback from providers via a survey

MHCP wants to collect feedback from enrolled providers and requests providers take the [MHCP Provider Survey](#) by July 29, 2024.

You are key partners in the Minnesota Department of Human Services' (DHS) mission to help people meet their basic needs so they can live in dignity and achieve their highest potential. We want to hear directly from you about what works well, what needs improvement, and what else we should be considering when we work with you to accomplish our shared goals. The survey asks for your thoughts on the usefulness of the systems and channels we use to communicate specifically with providers (DHS website, MHCP Provider Manual, MHCP Provider Resource Center, MN-ITS, and more).

We plan to use the data to set a baseline and conduct surveys regularly to measure our progress over time. Your feedback could inform changes to our current systems and processes, help us consider additional tools and tactics we have not used, and potentially scale back on efforts that are less effective. (pub. 7/8/24)

Housing Stabilization Services partner engagement survey open

Minnesota Department of Human Services, Minnesota Housing, and Minnesota Interagency Council on Homelessness are partnering to strengthen supportive housing across the state. Minnesota is planning changes to the Housing Stabilization Services program to better meet the needs of people experiencing homelessness and housing instability. We are seeking your feedback to learn how to best accomplish that goal. We are partnering with researchers to gather community perspectives, and this survey will connect you to that effort.

Participation in this survey is voluntary. We will ask for your contact information and your survey responses are not anonymous. We will use your contact information to communicate with you in the future. This survey will take 10-15 minutes to complete and closes July 12. Go to the [Community Engagement in Housing Stabilization Services and Supportive Housing Services](#) to take the survey. If you indicate you want to participate in community engagement work, a researcher will contact you in the coming months.

Email Maia.Uhrich@state.mn.us for any questions or assistance with this survey. (pub. 7/2/24)

Electronic visit verification (EVV) compliance effective Sept. 1, HHAX enrollment now required

Minnesota Department of Human Services will begin enforcing EVV compliance effective Sept. 1, 2024, for all providers who provide services that require the use of EVV. We will start reviewing all providers' EVV usage on Sept. 1, 2024.

If you provide services that require the use of Electronic Visit Verification (EVV) and have not yet enrolled with HHAExchange (HHAX), you must enroll now. You must enroll even if you are using a third-party EVV system. Contact HHAX through the [HHAX Client Support Portal](#) if you have questions about enrolling or connecting third-party EVV systems.

We sent a memo to providers' MN-ITS mailboxes July 1, 2024, which included information for EVV enrollment and compliance. Refer to the [Electronic visit verification](#) webpage for more information about EVV. Refer to the [Electronic visit verification compliance policy](#) webpage for more information about EVV compliance. (pub. 7/2/24)

DHS requests customized living service providers complete survey to verify setting information

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On July 8, 2024, before publishing the list, DSD will send each CL provider a letter to their MN-ITS mailbox which will include information for their setting. The letter will include a link to a survey for providers to verify if all the setting information in the letter is correct. DSD asks providers to identify any errors or incorrect information about the setting information in the survey. The survey will be available from July 8 through Aug. 16, 2024.

Submit questions about this process using the online [DSD Contact Form](#). (pub. 6/25/24)

PCA/CFSS worker training and test available in Spanish and Russian

The Minnesota Department of Human Services (DHS) translated the personal care assistance and community first services and supports (PCA/CFSS) worker training and test into Spanish and Russian. This test is now available in five languages. Refer to the [Spanish and Russian translations of the PCA/CFSS worker training and test](#) AASD and DSD eList announcement for more information. (pub. 6/25/24)

Billing for Comprehensive Multi-Disciplinary Evaluation (CMDE) services updated to calendar year

Minnesota Department of Human Services updated billing parameters for the CMDE service code 97151 used for Early Intensive Developmental and Behavioral Intervention (EIDBI) services. You may bill up to 80 units for CMDE services per calendar year using code 97151 effective Jan. 1, 2022.

Refer to the [EIDBI Billing Grid](#) for more information. 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. 6/21/24)

Revised: Feedback needed to improve crisis respite, positive support, respite and specialist services

The University of Minnesota, Minnesota Department of Human Services and other state agencies are working together to gather feedback and data on the following services:

- [Crisis respite](#)
- [Positive supports](#)
- [Respite](#)
- [Specialist](#)

The feedback and data from the study will be used to develop legislative proposals to improve service design and quality. You may offer feedback in the following ways:

- Visit the University of Minnesota's [Waiver Intervention Services Study: Focus Group, Interview, or Listening Session Registration](#) webpage and sign up for a feedback session.
- Complete the University of Minnesota's [Intervention and Respite Services Survey](#) online.

Please help people you support who currently or might one day use any of these services complete the survey and provide feedback. Other stakeholders, such as family members, case managers, emergency responders, or school personnel, are encouraged to offer feedback. Refer to the [Intervention and respite service redesign](#) webpage for more information. The deadline to give feedback is July 31, 2024. (pub. 6/18/24, rev. 6/20/24)

Direct Support Connect website's job board feature discontinued effective June 21

Effective June 21, 2024, the Minnesota Department of Human Services (DHS) will no longer operate the job board feature on the [Direct Support Connect](#) website and users will be unable to access existing accounts or create new accounts.

We have emailed people with accounts about this change. Additionally, we request that lead agencies and providers no longer promote the job board feature.

Note, the [Direct Support Connect](#) website will remain available with basic resource information after June 21. DHS is exploring other options to support direct support workers and the people who hire them. We will send an eList when more information is available.

Refer to the [Direct Support Connect](#) website for additional information and [frequently asked questions](#) about the changes.

Denied dental services claims reprocessed

Minnesota Health Care Programs (MHCP) has reprocessed all previously denied dental services claims impacted by the 2024 dental benefits changes. Effective Jan. 1, 2024, MHCP dental benefits have no age or pregnancy status as qualifiers.

Claims that denied for service not covered in the limited benefit set were reprocessed and appeared on the April 23, 2024, remittance advice.

Claims that denied for benefit limits exhausted in the limited benefit set were reprocessed and appeared on the May 21, 2024, remittance advice.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 6/5/24)

IEP Services Annual Data Report Form for 2022-23 due July 5, 2024

All schools providing Individualized Education Program (IEP) services must submit the [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 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 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. 6/4/24)

Incontinence products lists updated

Minnesota Health Care Programs (MHCP) updated the MHCP Incontinence Products Lists by [HCPCS](#) and [Manufacturer](#). The lists now represent the eligible incontinence products that can be billed to MHCP. We removed products from the lists that did not have a test date or had a date before May 1, 2020.

Certain products for Attends and Cardinal Health have not yet completed testing. However, these products were sent for testing before the June 1, 2024, deadline. Products for these manufacturers that have “Pending” listed as the modified date remain eligible to be billed. The lists will be updated in the coming weeks after testing is obtained.

Refer to the Incontinence Products Lists by [HCPCS](#) and [Manufacturer](#) to review eligible products. The [MHCP Requirements for Incontinence Products](#) document explains information for adding products to the lists. Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have any questions about eligible products or incontinence testing. (pub. 6/4/24)

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)

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

We revised this message to clarify Certified Community Behavioral Health Centers are not eligible to receive the 3 percent rate increase. The Minnesota Department of Human Services (DHS) is aware that the 3 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 3 percent increase because they are reimbursed an encounter rate.
- Certified Community Behavioral Health Centers (CCBHC): These providers should not receive the 3 percent rate increase because they are reimbursed a CCBHC daily bundled rate, known as the Prospective Payment System rate (PPS).
- Mental health services providers: Reimbursement rates for some fee-for-service mental health services increased by 3 percent effective Jan. 1, 2024, but should not have been included in the increase.

DHS implemented the 3 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, rev. 6/20/24)

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)

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, 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)

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. Refer to the [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.