

July 16 – 29, 2024

Systems announcements

ATST unavailable from 8 a.m. – noon, July 25, 2024

MN–ITS ATST (the testing environment in MN–ITS) will be unavailable from 8 a.m. – noon, July 25 due to maintenance. (pub. 7/22/24)

Revised: Register for CFSS Steps for Success workshop

We have revised this message to remove enrollment information for personal care provider organizations.

Registration is now open for the Community First Services and Support (CFSS) Steps for Success workshop scheduled for **September 25-27, 2024**. Registration will close seven business days before the workshop at 8 a.m.

For any new provider interested in providing CFSS services, Steps for Success is a three-day workshop offered to owners and managing or supervising staff to meet the 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 [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. 7/16/24, rev. 7/26/24)

Upcoming, newly revised, webinars for school-based providers address youth behavioral health

School-based mental health and substance use disorder professionals are invited to explore topics related to effective care for youth experiencing a behavioral health crisis in this webinar-based training series. The course content has been revised to incorporate attendee feedback, with a focus on post-pandemic behavioral health challenges. The Minnesota Department of Human Services has partnered with the Training Institute at People Incorporated to provide live trainings throughout 2024 and 2025 and offer recorded versions for later viewing. The following webinar is scheduled for August.

Best Practices for Providing Mental Health and Addiction Care Services in School Settings – Aug. 6, 2 – 2:30 p.m.
Learn best practices and ethical guidelines for effective mental health service provision within an educational setting. Go to the [Best Practices for Providing Mental Health and Addiction Care Services in School Settings](#) webpage to review the webinar description and register. (pub. 7/26/24)

Auto pricing update for enteral product claims

Minnesota Health Care Programs (MHCP) has updated system programming for enteral product claims with prior authorization and the 4-character description included on the enteral nutrition price lists. Note the following information when submitting enteral product claims:

- **Claims submitted with a 4-character description on both the claim and the approved authorization:** The system should now price off the [Enteral Nutrition Price List B4149 – B4155 \(PDF\)](#) or [Enteral Nutrition Price List B4157 – B4162 \(PDF\)](#).
- **Claims submitted with a 4-character description on either the claim or the approved authorization:** The claims examiner will price based on the [Enteral Nutrition Price List B4149 – B4155 \(PDF\)](#) or [Enteral Nutrition Price List B4157 – B4162 \(PDF\)](#).

- **Claims submitted without the 4-character description on neither the claim and the approved authorization:** Send an attachment with the claim so the claims examiner can determine if the product is listed on the enteral nutrition price lists.

We recommend using the 4-character description because it simplifies the claims process for both providers and MHCP; however, it is not a requirement.

Call the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 7/25/24)

Reminder for PCA provider agencies to pay PCA Choice workers paid time off

On Oct. 1, 2024, the Minnesota Department of Human Services (DHS) will begin implementing Community First Services and Supports (CFSS). Members who receive Personal Care Assistance (PCA) or Consumer Support Grant (CSG) services will transition to CFSS during their regularly scheduled annual reassessment.

The Service Employees International Union (SEIU) Healthcare Minnesota and Iowa bargaining agreement requires that when a worker stops providing all PCA Choice services for your agency, you must pay the worker any unused paid time off (PTO) the worker has earned up to 80 hours at their normal wage rate.

As members transition from PCA to CFSS, they will choose between the CFSS agency model and the CFSS budget model. If members choose the CFSS **agency** model, their workers will not be in the SEIU bargaining unit. PCA provider agencies can choose to transition to provide CFSS. Information about the steps PCA provider agencies need to take to become CFSS agencies is available in the “Register for CFSS Steps for Success workshop” message we published July 16, 2024, on this webpage.

For more information, refer to [Transition from PCA and CSG to CFSS](#) and [PCA Choice and financial management services \(FMS\) provider information](#). (pub. 7/22/24)

Unsupported internet browsers losing access to MN-ITS

Effective July 23, 2024, Minnesota Health Care Programs (MHCP)-enrolled providers will be unable to access MN-ITS using unsupported internet browsers. Unsupported internet browsers include, but are not limited to, older browsers such as Internet Explorer 98 and Internet Explorer 2000.

You should not be affected if using the latest version of Google Chrome, Microsoft Edge or Apple Safari. If you receive a log-in error, we recommend checking to see what internet browser you are using and that you are using its most current version.

Call the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 if you are unable to access MN-ITS. (pub. 7/22/24)

Revised: DSD to publish list of active customized living settings providing BI or CADI waiver services

We revised this message to explain we sent letters to providers' MN-ITS mailboxes on July 17, 2024, and July 19, 2024. The Disability Services Division (DSD) 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 sent new letters to CL providers' MN-ITS mailboxes on July 17, 2024, and July 19, 2024, with information for their setting. The letter includes a link to a survey for providers to verify if all the setting information DSD provided 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. 7/17/24) (rev. 7/22/24)

Revised: Pharmacy services providers bill MinnesotaCare MCO and Minnesota Health Care Programs (MHCP) for members with both Medical Assistance and MinnesotaCare coverage

We revised this message to clarify pharmacy services providers should bill the MinnesotaCare managed care organization (MCO) as the primary payer.

Pharmacy services providers bill the MinnesotaCare MCO as the primary payer and MHCP fee for service as the secondary payer for cost sharing when members have both Medical Assistance (MA) coverage and a prepaid health plan with a MinnesotaCare 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, rev. 7/18/24)

Reminder that MCO providers must enroll in MHCP

This is a reminder that the screening and enrollment process for all contracted managed care organization (MCO) providers started July 17, 2023. The 21st Century Cures Act requires all Medicaid managed care network providers be screened and enrolled by the Minnesota Department of Human Services (DHS). This includes ordering, referring, and prescribing (ORP) providers furnishing services to managed care members.

Organizational providers must enroll each location that delivers services to Minnesota Health Care Programs (MHCP) members. All MCO in-network providers who already have an existing contract with an MCO and ORP providers furnishing services to MHCP members must enroll by **Sept. 16, 2024**. The date has been extended from July 15, 2024, to **Sept. 16, 2024**, except for the following provider types that will require a site visit from DHS:

- Community Mental Health Center–Provider type 10
- Rehab Agency– Provider type 11
- Day Treatment– Provider type 46
- Home Care Nursing Organization–Provider type 64-O
- Medical Transportation–Provider type 82

MHCP will conduct an announced site visit within 60 days of the referral date (providers will receive a letter from MHCP). The providers in the bulleted list must complete both the enrollment process and site visit by **Dec. 31, 2024**.

Existing MCO providers who fail to comply with the federal enrollment mandate will be removed from the managed care MHCP provider network and will no longer be eligible to receive payments for MHCP members. To ensure you meet the enrollment deadline, submit your DHS enrollment application as soon as possible.

Actively enrolled fee-for-service providers who have an existing contract with an MCO will **not** need to go through the screening and enrollment process again.

Refer to the “Enrollment with MHCP” Provider Manual page under [Eligible Providers](#) for a list of provider types that can enroll and instructions for how to enroll. Refer to the [Minnesota Provider Screening and Enrollment \(MPSE\) portal training](#) webpage for training on how to use the MPSE portal to enroll. Refer to the [Enrollment process for MCO network providers](#) section on the “Enroll with MHCP” webpage for additional information. Contact the [MHCP Provider Resource Center](#) with any additional questions. (pub. 7/17/24)

Register for CFSS Steps for Success workshop

Registration is now open for the Community First Services and Support (CFSS) Steps for Success workshop scheduled for **September 25-27, 2024**. Registration will close seven business days before the workshop at 8 a.m.

For any new provider interested in providing CFSS services, Steps for Success is a three-day workshop offered to owners and managing or supervising staff to meet the 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 [CFSS Steps for Success workshop](#) webpage. The workshop is online only.

For MHCP actively enrolled personal care provider organizations (PCPO) who wish to enroll in CFSS, you must do the following:

1. Submit proof of successful completion of [CFSS transition test for personal care assistance \(PCA\) agencies](#) or a completion certificate for the June 26-28, 2024, PCA/CFSS Steps for Success workshop.
2. Submit CFSS Agency Provider Agreement Addendum (DHS 8160A) (form will be posted online when available).
3. Submit CFSS Provider Agency Assurance Statement (DHS 8560) (form will be posted online when available).

Contact the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 with any questions. (pub. 7/16/24)

Upcoming, newly revised, webinars to help hospital staff address youth behavioral health

Hospital staff are invited to learn about effective care for youth experiencing a behavioral health crisis in free webinar-based trainings. The course content has been revised to incorporate attendee feedback, with a focus on post-pandemic behavioral health challenges. Trainings will teach you how to address youth behavioral health and manage challenging behaviors. The Minnesota Department of Human Services has 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:

- Trauma-informed care – Aug. 6, 9 – 10:30 a.m.
Adapt practices, communication, physical spaces, and more to make hospitals less anxiety-inducing and consequently less likely to re-traumatize the children and adolescents receiving care. Go to the [Trauma-Informed Care](#) webpage to review the webinar description and register.
- Crisis De-escalation – Aug. 28, 1 – 2:30 p.m.
Learn this model of intervention to help guide a child experiencing dysregulation. Go to the [Crisis De-escalation](#) webpage to review the webinar description and to register.

(pub. 7/16/24)

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 licenser or email 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)

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 dhshousingstabilization@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)

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)

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)

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:

[Understanding Eligibility Response in MN-ITS](#) – This video explains the information found on the Eligibility Response or 271 screen in MN-ITS. (pub. 7/16/24)

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.