

August 13 – 26, 2024

Systems announcements

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

MHCP wants your feedback

MHCP wants feedback from enrolled providers and invites you to take the [MHCP Provider Survey](#). We want to hear 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. (pub. 8/8/24)

Housing Stabilization Services Eligibility Request eform unavailable due to maintenance

The [Housing Stabilization Services Eligibility Request \(DHS-7948\)](#) eform will be unavailable due to maintenance from 5 – 7 p.m. Monday, Aug. 26, 2024. Providers cannot submit Housing Stabilization Services eligibility requests during this time. (pub. 8/26/24)

Certified Community Behavioral Health Centers (CCBHC) claims reprocessed

We have reprocessed the incorrectly paid CCBHC mental health claims we informed you about in the [May 16 \(revised June 20\), 2024, Fee-for-service mental health services claims reimbursing at incorrect rate for certain providers news message](#). Reprocessed claims will appear on Aug. 27, 2024, warrants. (pub. 8/26/24)

Request for public comments for amendments to disability waivers

The Minnesota Department of Human Services (DHS) requests public comments on amendments to the Brain Injury (BI), Community Alternative Care (CAC), Community Access for Disability Inclusion (CADI), and Developmental Disabilities (DD) waiver programs. DHS will review the public comments before submitting the proposed amendments to the Centers for Medicare & Medicaid Services (CMS) for approval.

Submit comments to DSD.PublicComments@state.mn.us by **4 p.m. Wednesday, Sept. 25, 2024**. Review “DHS requests public comments on amendments to the disability waiver plans” [Disability Services Division elist announcement](#) for more information. (pub. 8/26/24)

Substance Use Disorder (SUD) services for individual (H2035) and group treatment (H2035 HQ) claim denial errors

We are aware that some SUD claims have incorrectly denied for H2035 and H2035 HQ hours that are less than the six hours a days and 30 hours a week limit. We are researching the issue and are working to correct it. Please continue to submit claim as usual for services you provided to members. We will post a message on this webpage when we have more information. (pub. 8/23/24)

CFSS Steps for Success training is full and registration is closed

The Community First Services and Supports (CFSS) Steps for Success workshop scheduled for Sept. 25-27, 2024, is full and registration is now closed. Please check the [CFSS Steps for Success workshop](#) webpage for upcoming classes and registration information. (pub. 8/23/24)

Electronic visit verification (EVV) in-depth training for providers who completed onboarding

The Minnesota Department of Human Services (DHS) and HHAeXchange (HHAX) will host an in-depth training session for providers who already completed the EVV onboarding process.

The training session will cover:

- DHS EVV requirements and policies
- Functions within the HHAX system
- Connections to third-party EVV systems

The training session will be held **Thursday, Aug. 22, 2024**, from 10 to 11 a.m. and conducted on Zoom. To register, refer to [Zoom webinar registration – HHAX and DHS EVV Townhall: Session 2](#).

For questions about HHAX enrollment and third-party EVV systems, use the [HHAX Client Support Portal](#). (pub. 8/21/24)

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:

- **Managing Challenging Behaviors – Sept. 9, 3 – 4:30 p.m.**
Learn ways to promote and reinforce calm and pro-social behaviors while setting effective and practical limits when necessary. Go to the [Managing Challenging Behaviors](#) webpage to review the webinar description and register.
- **Patient Engagement – Sept. 23, 3 – 4:30 p.m.**
Learn a guiding style of communication to explore what is important for youth, especially those that may be apprehensive of care options. Go to the [Patient Engagement](#) webpage to review the webinar description and register.

Go to the [Training Institute at People Incorporated](#) webpage for information about the Training Institute for People Incorporated.
(pub. 8/20/24)

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

School-based providers 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. 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:

- Recommendations for Managing Complex Behaviors in School Settings – Sept. 18, 3:30 – 5 p.m.
Explore unique school-based concepts for mental health professionals use as the team works together to teach the student coping skills in the least restrictive environment possible. Go to the [Recommendations for Managing Complex Behaviors in School Settings](#) webpage to review the webinar description and register.
- Building Resiliency and Self-Care – Sept. 26, 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 webinar description and register.

Go to the [Training Institute at People Incorporated](#) webpage for information about the Training Institute for People Incorporated.
(pub. 8/20/24)

Be Ready: Expanded school access to Medicaid funding for mental health services starts this fall

It's time to get ready! Beginning this fall, districts and schools will be able to access Medical Assistance for expanded mental health services provided in schools as part of an Individualized Education Program or Individualized Family Service Plan. Medical Assistance is Minnesota's Medicaid program.

Refer to the "Be Ready Message" PDF dropped to school and school district providers' MN-ITS mailboxes on Aug. 16, 2024, for more information. You will find the memo in the PRVLTR folder in the Miscellaneous Received section. (pub. 8/16/24)

Personal care provider organization (PCPO) revalidation begins Sept. 15, 2024

Minnesota Health Care Programs (MHCP) will send revalidation notices to PCPOs (provider type 38) on Sept. 15, 2024. Providers due for revalidation will find the revalidation notice in the PRVLTR folder of their MN-ITS mailbox. We will mail the revalidation notice via the U.S. Postal Service to the credentialing address on the enrollment record if you have not set up a MN-ITS mailbox.

You must submit a PCPO revalidation request in the Minnesota Provider Screening and Enrollment (MPSE) portal or submit enrollment documents by fax. Refer to the [PCA Provider Agency Enrollment Criteria and Forms](#) section of the MHCP Provider Manual for more information about revalidation.

With the transition of PCPO to Community First Services and Supports (CFSS) on Oct. 1, 2024, if you choose to become a CFSS provider, you must submit a CFSS revalidation request via the MPSE portal or submit CFSS enrollment documents for revalidation via fax.

Do not send any revalidation documents until you receive your initial revalidation notice. You will receive a revalidation notice when you are due for revalidation. Review the revalidation schedule in the [Provider Screening Requirements](#) section of the MHCP Provider Manual for more information. You may also check if you are due for revalidation using the [MPSE portal](#). Log into MN-ITS and click on the MPSE portal link. This will open the **Manage Portfolio** page. Go to the **Revalidations** section and click on the **Manage Enrollment Records Due for Revalidation** link. This link will take you to the **Enrollment Records with a revalidation in-process** page which will display a list of enrollment records due for revalidation.

DHS will include CFSS as an [eligible provider](#) on the Enrollment with MHCP webpage by Sept. 12, 2024. Sign up for [MPSE portal training](#) to learn how to complete your revalidation using the MPSE portal. Instructions for completing your revalidation using the MPSE portal are located on the [Revalidation](#) section of the MPSE user manual. Training will be held on the following dates and times:

- Thursday, Sept. 12, 2024, from 1 to 3 p.m. – Go to the [Sept. 12 MPSE Portal Revalidation Training](#) webpage to register.
- Monday, Sept. 23, 2024, from 10 a.m. to noon – Go to the [Sept. 23 MPSE Portal Revalidation Training](#) webpage to register.
- Thursday, Oct. 10, 2024, from 1 to 3 p.m. – Go to the [Oct. 10 MPSE Portal Revalidation Training](#) webpage to register.

- Monday, Oct. 28, 2024, from 10 a.m. to noon – Go to the [Oct. 28 MPSE Portal Revalidation Training Revalidation Training](#) webpage to register.
- Tuesday, Nov. 12, 2024, from 1 to 3 p.m. – Go to the [Nov. 12 MPSE Portal Revalidation Training](#) webpage to register.
- Monday, Nov. 25, 2024, from 10 a.m. to noon – Go to the [Nov. 25 MPSE Portal Revalidation Training](#) webpage to register.
- Friday, Dec. 13, 2024, from 10 a.m. to noon – Go to the [Dec. 13 MPSE Portal Revalidation Training](#) webpage to register.
- Tuesday, Dec. 17, 2024, from 1 to 3 p.m. – Go to the [Dec. 17 MPSE Portal Revalidation Training](#) webpage to register.

(pub. 8/15/24)

Counties and tribes are eligible to provide Substance Use Disorder peer recovery support services

Minnesota Department of Human Services (DHS) has received approval to the state plan amendment allowing DHS to implement a process incorporating 2023 legislation that allows counties and tribes to provide and bill for peer recovery support services to individuals with substance use disorder according to [Minnesota Statutes, 254B.05, subdivision 1\(c\)](#).

Counties and tribes must complete and submit a [Substance Use Disorder Provider Assurance Statement – Counties and Tribes \(DHS-7820\) \(PDF\)](#) to be an eligible provider of peer support recovery services, attesting that:

- Peer recovery services will be provided according to the requirements of [Minnesota Statutes, 245G.07, subdivision 2 \(8\)](#)
- An individual who meets the staffing credentials identified in [Minnesota Statutes, 245G.11](#), subdivisions 1 and 8, will provide peer recovery services.

The effective date for billable services is the submission date indicated on the assurance statement after it has been approved by DHS provider eligibility and compliance. Email sud.direct.access.dhs@state.mn.us if you have questions about this message. (pub. 8/14/24)

Long-term services and supports direct support workers incentive payments available

Provider organizations who employ direct support workers (DSWs) can apply for the Minnesota Care Incentive to reward their workers with incentive payments.

The Minnesota Care Force Incentive is an initiative to address workforce shortages of DSWs by offering payments of up to \$1,000 for each DSW to retain and reward those who work in this high-demand profession.

DSW employers can apply for the incentive for workers who provide the following services:

- Home and Community-Based Services
- Intermediate Care Facility
- Nursing Facility
- Personal Care Assistance – Community First Services and Supports
- Early Intensive Developmental and Behavioral Intervention
- Home Care Services
- Financial Management Services
- Customized Living Services

Applications will be accepted **Aug. 15, 2024**, through **Sept. 30, 2024**, and employers must apply on behalf of their employees. For more information, refer to the Adult and Aging Services Division and Disability Services Division [eList announcement](#). (pub. 8/13/24)

Waiver services electronic form updates

The Minnesota Department of Human Services has updated the following electronic forms. Providers must use the most current version of these forms. You can find the date the form was published in the top right corner on the first page.

Published August 2024:

[Customized Living Provider Assurance Statement \(DHS-6189X\) \(PDF\)](#)

Published February 2024:

[Fee-for-Service \(FFS\) only or FFS and Managed Care Organization In-Network Provider Agreement \(DHS-4138\) \(PDF\)](#)

Published January 2024:

- [Family Caregiver Services Provider Assurance Statement \(DHS-6189H\) \(PDF\)](#)
- [Personal Emergency Response System Provider Assurance Statement \(DHS-6189CC\) \(PDF\)](#)
- [Lead Agency Assurance Statement: HCBS Provider Review and Approval \(DHS-6383\) \(PDF\)](#)
- [Housing Stabilization Services – Provider Enrollment Application \(DHS-8018\) \(PDF\)](#)
- [Day Training and Habilitation \(ICF/DD\) Provider Enrollment Application \(DHS-8121\) \(PDF\)](#)

Published December 2023:

- [EFT Supplier ID Notification \(DHS-3725\) \(PDF\)](#)
- [Home and Community Based Services \(HCBS\) – Provider Enrollment Application \(DHS-4015\) \(PDF\)](#)
- [Waiver Services Remote Support Provider Assurance Statement \(DHS-8059\) \(PDF\)](#)

Published November 2023:

[MCO In-Network Provider Agreement \(DHS-8355\) \(PDF\)](#)

Published October 2023:

[Waiver Transportation Provider Assurance Statement \(DHS-6189Y\) \(PDF\)](#)

Published January 2023:

- [Home and Community-Based Services Settings Provider Assurance Statement \(DHS-7618\) \(PDF\)](#)
- [Home and Community-Based Services Programs Service Request \(DHS-6638\) \(PDF\)](#)

(pub. 8/12/24)

MHCP has sent PCA/CFSS Steps for Success certificates for the June 26-28 workshop

Minnesota Health Care Programs (MHCP) has sent providers who attended the personal care assistance (PCA)/Community First Services and Supports (CFSS) Steps for Success workshop on June 26-28, 2024, their certificates of completion via the email address used to register for the June PCA/CFSS Steps for Success workshop. Providers who completed the training should receive their certificate by the end of the business day Aug. 9, 2024.

If you have any questions, call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411. (pub. 8/9/24)

Pharmacy claims processing system update meeting on Aug. 21; transitions to Magellan Health on Nov. 4

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 Wednesday, Aug. 21, 2024, from 2-3 p.m. (Central Standard Time).

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: [Join the meeting now](#)
 - Meeting ID: 294 001 951 615
 - Passcode: 8zVLBb
- By telephone: +1 612-772-9010,,751554043# Minneapolis or 844-730-9010,,751554043# United States (Toll-free)
 - Phone conference ID: 751 554 043#
- Join on a video conferencing device
 - Tenant key: primetherapeuticsllc@m.webex.com
 - Video ID: 115 715 899 3
- [More info](#)
- For organizers: [Meeting options](#) | [Reset dial-in PIN](#)
- Contact the Prime Service Desk at 877-893-8488 for assistance.

Effective Nov. 4, 2024, outpatient pharmacy services claims processing and related pharmacy benefit functions will transition from DHS to Magellan Health (Prime Therapeutics). Please note that the original date for the transition was Oct. 1, 2024, but the launch date was changed to Nov. 4, 2024, to allow for additional time to complete integration testing. This impacts only the fee-for-service outpatient pharmacy benefit. Managed care organizations will continue to provide outpatient pharmacy benefits for members enrolled in their plans.

DHS has contracted with Magellan Health to provide the following services:

- outpatient pharmacy claims processing (point-of-sale claims)
- outpatient pharmacy member and provider call center (24 hours a day, 7 days a week)
- drug rebate system and administrative support
- prior authorization determinations for outpatient pharmacy and provider-administered drugs
- retrospective drug utilization review
- state maximum allowable cost and 340B ceiling price file
- preferred drug list

Email Chad Hope at chad.hope@state.mn.us if you have questions about this meeting. (pub. 8/6/24)

Children's Mental Health Residential Treatment provider room and board reimbursement update

Minnesota Health Care Programs (MHCP) covers children's mental health residential treatment room and board (R&B) services effective July 1, 2024, for Medical Assistance (MA) and MinnesotaCare (MNCare) members under age 21. R&B service claims for MA and MNCare members enrolled in a managed care organization prepaid health plan must be billed to MHCP fee-for-service.

We are working on updating our system to accommodate R&B billing. We established the following payment process as a workaround for providers until our system is updated.

- Submit your R&B claims using the 837I (Institutional) claim format. Refer to the [Room and Board Services for Adult Residential Crisis Stabilization \(RCS\), Children's Mental Health Residential Treatment \(CMHRT\), and Intensive Residential Treatment Services \(IRTS\)](#) MN-ITS User Guide for step-by-step instructions.
- We sent a claim attachment memo to your MN-ITS mailbox Aug. 6. Attach the memo as a claim attachment on the claim. Your claims will be in suspended status until our system is ready to process them.
- You will receive an advance payment for the suspended claims. After we update our system, your suspended claims will process, and the previous advance payments will be adjusted.
- You must apply for a supplier ID if you do not have a supplier ID. Go to the [Minnesota Supplier Portal](#) website and select "Register for an Account" and register as a "New Supplier."
- You may also sign up for [Electronic Funds Transfer](#).

You may also attend a room and board MN-ITS training webinar. Go to the [Children's Mental Health Residential Treatment Room and Board MN-ITS Training](#) webpage to register. Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 8/6/24)

Updated Minnesota Family Planning Program (MFPP) presumptive eligibility income and asset guidelines in eDocs

Minnesota Health Care Programs updated the [MFPP Presumptive Eligibility Income and Asset Guidelines \(DHS-8485\) \(PDF\)](#) to reflect July 2024 federal poverty guidelines; and the updated and final version is now published in [eDocs](#), our searchable document library.

Refer to eDocs instead of the draft PDF document we dropped to MFPP providers' MN-ITS mailboxes on Aug. 1, 2024.

Contact Health Care Consumer Support for MFPP at 651-431-3480 (option number 3 for providers) or 888-702-9968 (option number 3 for providers) with questions. (pub. 8/5/24)

Legislative changes to paid time off for CDCS and CSG workers

As of May 25, 2024, the Minnesota Legislature amended the sick and safe time law in the [2024 Minnesota Session Laws, chapter 127, article 11, section 15](#). Now, Consumer Directed Community Supports (CDCS) and Consumer Support Grant (CSG) workers who are family members of members who receive CDCS or CSG services can waive their right to paid time off (PTO) under the collective bargaining agreement. The definition of "family member" is defined in the [earned sick and safe time law](#).

CDCS and CSG workers were not able to waive PTO between Jan. 1, 2024, and May 25, 2024.

If a CDCS or CSG worker waives PTO, they may not accrue earned sick and safe time until the start of the next service plan year. (pub. 8/2/24)

CFSS Transition for Individual PCA providers

The Centers for Medicare & Medicaid Services (CMS) approved the transition of the personal care assistance (PCA) program to Community First Services and Supports (CFSS). The Minnesota Department of Human Services (DHS) will begin implementing this transition Oct. 1, 2024. CFSS workers will be required to complete the Individual [PCA and CFSS training](#) that was launched on April 15, 2020.

Effective **Oct. 1, 2024**, DHS will no longer accept any PCA-only training certificates. You must submit PCA and CFSS support worker training certificates.

Individual PCA providers must complete the CFSS training by **Oct. 1, 2024**. Current individual PCA workers who took the test after April 15, 2020, and have a certificate titled "PCA and CFSS Support Worker Training" do not need to retake the training. Agencies must review their entire roster of individual PCA staff to confirm required training.

Update Your Training in Your Enrollment Record

Update individual PCA records using the [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#) or by faxing the [Individual DSW Information Change Request \(DHS-5716\) \(PDF\)](#).

Newly enrolling workers must confirm they completed the training on their enrollment application either using MPSE or by fax at 651-431-7465.

PCA Choice Spreadsheets during the CFSS Transition

Personal care provider organizations (PCPOs) who provide PCA Choice services are required to complete and submit a spreadsheet to DHS via MN-ITS that reports information about workers providing PCA Choice services. Refer to [Instructions for submitting a PCA-CDCS-CSG Reporting Spreadsheet through MN-ITS](#). It is expected that members will transition from PCA services to CFSS during their assessment and that there will be a decrease of workers you submit on the spreadsheet.

When the PCPO no longer has any individual PCA workers providing PCA Choice services, add that notice on your spreadsheet and upload it in the **Notes** section in MPSE. Or fax a signed and dated notice to DHS at 651-431-7465 stating your organization no longer has any workers providing PCA Choice services.

Call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411, option #4, if you have questions about this message. (pub. 8/2/24)

MPSE portal update for entering information about owners and managing employees

On Saturday, Aug. 3, 2024, the [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#) will be unavailable from 7:30 a.m. to noon for system updates. After the update, the master list of owners and people authorized to act on behalf of owners on the “Manage Owners/Authorized Persons” page will be divided into three separate sections:

- Global Owners/Authorized Persons – This section lists all individuals and businesses with an active role of “Owner Managing Interest” or “Board Member or Officer” in the MPSE portfolio.
- Enrollment Record Owners/Authorized Persons – This section lists all individuals and businesses with any other active role in the MPSE portfolio.
- Inactive Owners/Authorized Persons – This section lists all individuals and businesses with no active roles in the MPSE portfolio.

Use the [Help](#) link on the “Manage Owners/Authorized Persons” page in MPSE or call the [MHCP Provider Resource Center](#) for assistance with these changes. (pub. 8/1/24)

Revised: Effective Aug. 1, 2024, members can now access Moving Home Minnesota transition coordination in addition to other case management services

We updated this message to clarify this is a DHS policy change and not a legislative policy change.

The Minnesota Department of Human Services updated Moving Home Minnesota policy to allow access to Moving Home Minnesota transition coordination (MHM-TC) with adult mental health targeted case management (AMH-TCM), children’s mental health targeted case management (CMH-TCM), vulnerable adult/development disabilities targeted case management (VA/DD-TCM), behavioral health home (BHH) services, and assertive community treatment (ACT).

Previously, a member had to choose between targeted case management and Moving Home Minnesota services, even though these are separate services. Effective Aug. 1, 2024, a member may receive Moving Home Minnesota transition coordination and the previously listed targeted case management services in the same month.

This change does not apply to relocation service coordination targeted case management (RSC-TCM).

Refer to the [AASD and DSD elist announcement](#) dated July 30, 2024. For more information about MHM, refer to [MHCP Program Manual – MHM](#), email movinghomemn.mfp@state.mn.us or call 651-431-3951. (pub. 7/31/24, rev. 8/1/24)

Effective Oct. 1, 2024, spouses and parents of minors can serve as paid PCA and CFSS workers for their MHCP-enrolled family members

Effective Oct. 1, 2024, the following family members can serve as a paid personal care assistance (PCA) worker for Minnesota Health Care Programs (MHCP) members:

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

Additionally, beginning Oct. 1, 2024, the Minnesota Department of Human Services will begin transitioning people from PCA services to Community First Services and Supports (CFSS). The previously listed family members will then also be able to serve as a paid CFSS worker for MHCP members.

Refer to the Aging and Adult Services Division (AASD) and Disability Services Division (DSD) [eList announcement](#) for more information. (pub. 7/30/24)

Electronic visit verification (EVV) compliance begins Sept. 1; survey and onboarding sessions offered

Minnesota Department of Human Services will enforce EVV compliance effective Sept. 1, 2024, for all providers, regardless of payer, including financial management services (FMS) agencies and managed care organizations (MCOs). We will make this change to align with the end the EVV soft launch phase.

We have also posted a survey to collect feedback from people impacted by EVV, and we are hosting EVV onboarding and training sessions along with HHAeXchange (HHAX).

Refer to the following for more information about EVV:

- [EVV compliance update eList announcement](#) from July 2, 2024
- Providers tab of [Electronic visit verification](#) webpage with updated information about EVV compliance.
- [Electronic visit verification](#) webpage
- [EVV compliance FAQ](#) webpage
- [Electronic visit verification](#) Community-Based Services Manual
- [Electronic visit verification compliance policy](#) Community-Based Services Manual

EVV survey

DHS seeks feedback via the EVV survey from the following:

- Providers
- Caregivers
- People who receive services
- Other interested parties

Go to the [Electronic Visit Verification Survey](#) to complete the survey. The survey closes Aug. 30, 2024. Complete the survey once. Do not include any identifying information (for example, Federal Employer Identification Number, National Provider Identifier, Unique Minnesota Provider Identifier).

EVV provider onboarding and additional training sessions

DHS and HHAeXchange (HHAX) will host an EVV onboarding session for providers who have not started to use EVV or need a refresher about EVV. The session will cover:

- What EVV is
- Required services
- HHAX onboarding steps

DHS and HHAX plan to host an additional training session for providers who have already completed the onboarding process. The session will cover:

- DHS EVV requirements and policies
- Functions within the HHAX system
- Connections to third-party EVV systems

DHS will share more information about the session before Sept. 1, 2024. Use the [HHAX Client Portal](#) if you have questions about enrollment and third-party EVV systems. (pub. 7/30/24)

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)

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 MCHP 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)

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 nonresidential (outpatient) SUD providers must certify their ASAM level of care by Jan. 1, 2025, under [Minnesota Statutes, 256B.0759, subdivision 2](#).

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 _____ at _____ if you do not currently hold this designation.

- Email your questions about the 1115 SUD System Reform Demonstration to the BHD 1115 team

(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)

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.

- A new envelope design to
- [document upload tool](#) 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

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.