

September 10 – 23, 2024

Systems announcements

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

Pharmacy billing and support changes coming on Nov. 4 for outpatient fee-for-service MHCP

Effective Nov. 4, 2024, outpatient pharmacy services claims processing and related pharmacy benefit functions will transition from the Minnesota Department of Human Services (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

DHS has convened a number of provider and stakeholder meetings about this transition and will continue to communicate to providers with more specifics in September and October, in advance of the Nov. 4 effective date. (pub. 8/27/24)

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)

New HT modifier available for mental health mobile crisis response services

Mobile crisis services providers can now use the HT modifier for claims where two or more individual providers are providing a mobile crisis assessment, intervention or stabilization.

The HT modifier is allowed if one responder is available virtually and another responder is in person. The HT modifier has the same reimbursement rate as other mobile crisis services billing codes. Providers can immediately start adding the HT modifier to the rendering provider's claim.

Review [Billing](#) in the [Adult and Children's Crisis Response Services](#) section in the Minnesota Health Care Programs (MHCP) Provider Manual for more information on HT modifiers.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 9/23/24)

Minnesota Health Care Programs (MHCP) dental benefits now include CDT Code D0210 - intraoral comprehensive series of radiographic images (FMX)

MHCP dental benefits now cover CDT Code D0210 - intraoral comprehensive series of radiographic images (FMX) - under the following two conditions:

- Covered once every two years in an office setting (or)
- Covered as often as needed in the operating room or ambulatory surgical center

CDT Code D0210 is retroactive back to July 1, 2024. Providers should resubmit denied claims for this service if it occurred on July 1, 2024, or later.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 9/23/24).

Update: Personal care provider organization (PCPO) revalidation started Sept. 16

Minnesota Health Care Programs (MHCP) sent revalidation notices to PCPOs (provider type 38) on Sept. 16, 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.

With the transition of PCPO to CFSS on Oct. 1, 2024, you have two options for revalidating your PCPO record(s).

1. The first option is you can submit a PCPO revalidation request. Refer to the [PCA Provider Agency Enrollment Criteria and Forms](#) section of the MHCP Provider Manual for more information about revalidating as a PCPO agency.
2. The second option is to transition your agency to a Community First Services and Supports (CFSS) agency. Refer to the [CFSS Enrollment Criteria and Forms](#) section of the MHCP Provider manual if you choose to transition to CFSS.

If you choose to revalidate as a PCPO, 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.

For more information about CFSS, refer to [Community First Services and Supports \(CFSS\) Policy Manual](#) and [training modules](#) located in the Training tab in the Frequently asked questions section.

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:

- Monday, Sept. 23, 2024, from 10 a.m. to noon – Register for [Sept. 23 Revalidation Training](#)
 - Wednesday, Oct. 9, 2024, from 10 a.m. to noon – Register for [Oct. 9 Revalidation Training](#)
 - Monday, Oct. 28, 2024, from 10 a.m. to noon – Register for [Oct. 28 Revalidation Training](#)
 - Tuesday, Nov. 12, 2024, from 1 to 3 p.m. – Register for [Nov. 12 Revalidation Training](#)
 - Monday, Nov. 25, 2024, from 10 a.m. to noon – Register for [Nov. 25 Revalidation Training](#)
 - Friday, Dec. 13, 2024, from 10 a.m. to noon – Register for [Dec. 13 Revalidation Training](#)
 - Tuesday, Dec. 17, 2024, from 1 to 3 p.m. – Register for [Dec. 17 Revalidation Training](#)
- (rev. 9/19/24, pub. [8/15/24](#))

Reminder: 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. (rev. 9/19/24, pub. 3/21/24)

Substance Use Disorder (SUD) services State Plan Amendment (SPA) approved

Minnesota Department of Human Services (DHS) received approval for a SPA related to SUD treatment services. The SPA introduces several key changes that will impact residential SUD services:

- **Residential American Society of Addiction Medicine (ASAM) levels of care:** The amendment defines residential ASAM levels of care.
- **Unified residential treatment rates:** The SPA includes one rate for residential treatment providers for individuals covered by the Behavioral Health Fund or Medical Assistance. We are currently updating the claims system to allow for payment of the higher rate for behavioral health fund. We will communicate additional information via email and MN-ITS mailbox.
- **Daily skilled treatment requirement:** A daily skilled treatment service is required for high-intensity residential treatment (ASAM 3.3 and ASAM 3.5). There is no longer a requirement to provide 30 hours of treatment per week for ASAM 3.3 and ASAM 3.5 levels of care.
- **Low-intensity residential levels:** The SPA outlines two levels of low-intensity residential treatment, one requiring at least five hours and the other at least 15 hours of skilled treatment services along with their respective rates.
- **Billing for missed services in residential levels of care:** Programs can continue to bill a per diem rate based on a client's intensity level when a treatment service is missed. The reason for missing a service must be client centered. The program must document both the reason for the client's absence and the interventions taken.
- **Holiday scheduling flexibility:** Effective Aug. 1, 2024, service hours during a treatment week may be reduced to accommodate federally recognized holidays. This is applicable for outpatient services and ASAM 3.1 low-intensity residential treatment. High-intensity residential treatment (ASAM 3.3 and ASAM 3.5) is still required to provide daily skilled treatment services.

We are updating forms and the [Substance Use Disorder Services](#) section of the MHCP Provider Manual to reflect these changes. We will share updates as they become available. Email sud.direct.access.dhs@state.mn.us if you have any questions regarding these policy updates. (pub. 9/16/24)

Pharmacy claims processing systems update meeting on Oct. 16; transitions to Magellan Health on Nov. 4

The Minnesota Department of Human Services (DHS) and Magellan Health will host another provider and stakeholder meeting to provide an update on the modernization of the pharmacy claims processing system on Wednesday, Oct. 16, 2024, from 2:30 to 3:30 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: 268 449 950 19
 - Passcode: Jicy5f
- By telephone: +1 612-772-9010,,193023402# Minneapolis or 844-730-9010,,193023402# United States (Toll-free)
 - Phone conference ID: 193 023 402#
- Join on a video conferencing device
 - Tenant key: primetherapeuticsllc@m.webex.com
 - Video ID: 193 023 402#

- Contact the Prime Service Desk at 877-893-8488 for assistance.

Email Chad Hope at chad.hope@state.mn.us if you have questions about this meeting. (pub. 9/12/24)

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 **December 11-13, 2024**. Registration will close seven business days before the workshop at 8 a.m. or as soon as the limit of 400 participants is reached.

For any new providers 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. 9/12/24)

DHS begins EVV compliance enforcement

As of Sept. 1, 2024, DHS began to enforce EVV compliance and review EVV usage for all providers, regardless of payer, including financial management service (FMS) providers and managed care organizations (MCOs). This change ends the EVV soft launch phase.

For services that require EVV, provider agencies must:

- Immediately enroll with the HHAExchange (HHAX) system. To review the steps to begin the enrollment process, refer to the [EVV provider onboarding guide](#) webpage.
- Use their EVV systems.
- Send EVV visit data to the state aggregator.

Provider agencies may be at risk for nonpayment of services if they:

- Do not make a good faith effort toward EVV compliance.
- Do not meet MN EVV requirements.

For more information, refer to the [EVV compliance FAQ](#) webpage.

EVV Resources

To review the EVV onboarding and training session webinar recordings, refer to:

- [HHAExchange webinar recording – Minnesota: EVV provider onboarding session](#)
- [HHAExchange webinar recording – Minnesota: EVV provider training session](#)

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

For more information about EVV compliance, refer to [Electronic visit verification compliance policy](#) in the Community-Based Services Manual.

For more information about EVV, refer to the [Electronic visit verification](#) webpage and to [Electronic visit verification](#) in the Community-Based Services Manual. (pub. 9/11/24)

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. Upcoming webinars include the following:

- Cultural and Equity Considerations – Oct. 8, 3:30 – 5 p.m.
Uncover how children’s cultural identities and experiences shape the way they make meaning of the world and relate to others and gain practical strategies for learning about the child’s perspective and tips for conducting such conversations. Go to the [Cultural and Equity Considerations](#) webpage to review the webinar description and to register.
- Crisis De-escalation – Oct. 10, 3:30 – 5 p.m.
Learn a three-step model of intervention to help guide the upset child back into their rational brain. Go to the [Crisis De-escalation](#) webpage to review the webinar description and to register.
- Professional Boundaries and Ethics – Oct. 15, 3:30 – 5 p.m.
Explore the nature of boundary issues in a school setting, looking at the different risk areas and learning tips and best practices for reducing the risk of boundary problems in the workplace. Go to the [Professional Boundaries and Ethics](#) webpage to review the webinar description and to register.

Go to the [Training Institute at People Incorporated](#) webpage for more information about the Training Institute at People Incorporated. (pub. 9/11/24)

Substance Use Disorder (SUD) services for individual (H2035) and group (H2035 HQ) claim denial errors with remittance advice remark code N362

The Minnesota Department of Human Services identified a system issue for remittance advice (RA) remark code N362 which has resulted in some SUD claims being incorrectly calculated and denied for H2035 and H2035 HQ hours that are less than the six hours a days and 30 hours a week limit. We are working on correcting the issue and identifying claims with RA code N362 to be corrected. Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you submitted claims that did not exceed limits and were incorrectly denied with RA code N362. Do not replace the denied claims.

Refer to information under the Authorization heading in the [Substance Use Disorder \(SUD\) Services](#) section of the Minnesota Health Care Programs (MHCP) Provider Manual for information about the six hours a days and 30 hours a week limits for H2035 and H2035 HQ hours, and follow the authorization process when hours or units exceed the limit.

We will post an update on this webpage when we have more information. (pub. 9/10/24)

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:

- Comprehensive Care Planning – Oct. 3, 1 – 2:30 p.m.
Explore specific strategies and language that foster a collaborative approach to treatment planning across multi-disciplinary teams and different elements in a person’s wellbeing. Go to the [Comprehensive Care Planning](#) webpage to review the webinar description and to register.
- Cultural and Equity Considerations – Oct. 8, 9 – 10:30 a.m.
Providers will gain skills and strategies to navigate cultural conversations and tips for learning about the child’s perspective. Go to the [Cultural and Equity Considerations](#) webpage to review the webinar description and to register.
- Supporting Co-workers and the Team – Oct. 16, 9 – 10:30 a.m.
Explore specific strategies to promote the health and wellbeing of team members by deliberately emphasizing team care, resilience, and compassion for satisfaction in the workplace. Go to the [Supporting Co-workers and the Team](#) webpage to review the webinar description and to register.
- Building resiliency and Self-Care – Nov. 20, 10 – 11:30 a.m.
Explores the problem of chronic unremitting stress on our overactive and distracted brains and offers a set of

different skill sets for robust mental health that can be learned and practiced by anyone. Go to the [Building resiliency and Self-Care](#) webpage to review the webinar description and to register.

Go to the [Training Institute at People Incorporated](#) webpage for more information about the Training Institute at People Incorporated. (pub. 9/10/24)

Mobility device and accessory Medicare crossover claims reprocessing and KU modifier update

Minnesota Health Care Programs (MHCP) has resolved the issue of Medicare crossover claims for mobility devices and accessory parts processing incorrectly by not paying the appropriate rate. We will reprocess these claims with the KU modifier with dates of service beginning Jan. 1, 2023. The reprocessed claims will appear on the Sept. 10, 2024, remittance advice. No further action is required from providers.

We have updated the [KU Modifier Price List](#) to include additional wheelchair accessory and seat cushion codes. Codes listed in the Centers for Medicare & Medicaid Services [Attachment A of Change Request 12345 \(PDF\)](#) are eligible for the KU modifier for dates of service beginning Aug. 8, 2024. We have updated the [Mobility Devices](#) section of the MHCP Provider Manual to reflect this change.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 9/9/24)

Revised: Personal care assistants (PCA) and Community First Services and Supports (CFSS) call option change for Minnesota Health Care Programs (MHCP) Provider Resource Center

We have reorganized our options. Providers who call 651-431-2700 or 800-366-5411 to contact the MHCP Provider Resource Center with questions about PCA or CFSS should listen carefully because our options have changed. (pub. 9/5/24, rev. 9/10/24)

Mental health room and board claim denial error resolved

We are aware that mental health room and board claims were denying incorrectly with claim status code 132 and remittance remark code N362 due to a system issue. We have resolved this issue and claims are processing correctly. Please resubmit any denied mental health room and board claims. 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. 9/4/24)

2024 hearing aid volume purchase contract effective Sept. 1, 2024

The [2024 Hearing Aid Volume Purchase Contract and Vendors \(PDF\)](#) became effective Sep. 1, 2024. The 2023 contract expired Aug. 31, 2024.

Providers have a 30-day grace period for dispensing instruments purchased, but not delivered, before the contract expired. You must dispense hearing aids obtained under the 2023 contract before the end of the grace period, Sept. 30, 2024. This includes hearing aids with approved authorizations.

Call the [Minnesota Health Care Programs Provider Resource Center](#) at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 9/3/24)

Individualized Education Plan (IEP) final rates for fiscal year 2022-2023 sent to school districts

The Minnesota Department of Human Services (DHS) sent IEP final rates for fiscal year 2022-2023 to school districts on Aug. 29, 2024.

You will find your rates document in the Miscellaneous Received folder of your MN-ITS mailbox under the file type IEP. The file is named "Final Rates for FY22-23." This document includes the final IEP rates for the period from July 1, 2022, to June 30, 2023. These rates were determined using actual time and encounter data submitted by school districts, along with final information from the Minnesota Department of Education (MDE).

Review the numbers reported by the school district and the information provided by MDE.

If you believe the final rates for fiscal year 2022-2023 are incorrect, the school district must file a timely appeal according to [Minnesota Statutes, 256B.0625](#), subdivision 26(f). School districts have 60 days from the date the rate notifications were sent to your MN-ITS mailbox to submit a formal written appeal of the final rates to DHS. The 60-day review period ends on Friday, Oct. 30, 2024.

Email dhs_rates_iep@state.mn.us or call 651-431-2519 with questions about this message. (pub. 8/30/24).

Changes to Elderly Waiver customized living services minimum daily rate adjustments

The 2024 Minnesota Legislature approved changes to the rate floor adjustment (or minimum daily rate) for Elderly Waiver (EW) customized living services providers that are designated as disproportionate share facilities.

Eligible facilities

To be eligible to apply for customized living services minimum daily rate adjustment payments in 2025, the facility must meet **all** the following requirements as of Sept. 1, 2024:

- The facility was determined eligible for the disproportionate share rate adjustment in application year 2023 and is receiving minimum daily rate payments in rate year 2024.
- At least 83.5% of the facility's residents are customized living residents who use EW, Brain Injury (BI) or Community Access for Disability Inclusion (CADI) waivers.
- At least 70% of those customized living residents use EW.

Only facilities that were determined eligible to be a disproportionate share facility through the September 2023 application period can apply.

Adjustment amount

The Legislature-approved minimum daily rate adjustment is \$141 for calendar year 2025.

Qualified facilities will get adjustments up to the minimum daily rate on claims for people who use EW and receive 24-hour customized living services from Jan. 1, 2025, to Dec. 31, 2025. The payment does not apply to claims for residents who use BI and CADI waivers.

How to apply

Currently approved, eligible facilities can apply using [Disproportionate Share Facility Application \(DHS-8157\) \(PDF\)](#). Submit your application Sept. 1 to Sept. 30, 2024. Review billing information in the [EW and Alternative Care Program section of the MHCP Provider Manual](#) for more information.

After DHS receives the application, we will ask applicants to submit a list of waiver participants in a secure format to verify resident numbers in the application.

Lead agency information

EW rate floor adjustments do not affect lead agency:

- Processes for support planning and rate setting,

- Daily rates,
- Case mix budgets, or
- Managed care organizations that serve as lead agencies must apply the rate floor adjustment when eligible providers submit payment claims.

For more information about lead agency billing, refer to the authorization, rates and billing section of [CBSM - Customized living \(including 24-hour customized living\) \(state.mn.us\)](#). (pub. 8/28/24)

Resend documents faxed to MHCP during CrowdStrike outage

Minnesota Health Care Programs (MHCP) did not receive all documents faxed to us July 19 through July 21 due to the CrowdStrike outage. Please refax any documents you faxed to MHCP during this time as soon as possible so we can process them. Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 8/27/24)

Children's Mental Health Residential Treatment room and board billing update

We have updated our system effective Aug. 27, 2024, to accept Children's Mental Health Residential treatment room and board services claims. The workaround process for billing room and board services ended Aug. 26, 2024. You do not need to include the claim attachment memo to your claims, and you will not receive advanced payments. You must submit claims using the 837I Claim format to bill for revenue code 1001 (room and board). 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 billing instructions. You can back bill to July 1, 2024.

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. 8/27/24)

Adult Day Treatment (ADT) programs must review and update individual treatment plans (ITPs) every 180 days

ADT programs must review and update the member's ITP every 180 days effective Aug. 5, 2024, according to [Minnesota Statutes, 245I.10, subdivision 8, paragraph 6](#).

ITPs for ADT participants must continue to meet additional requirements listed in [Minnesota Statutes, 256B.0671](#) and in the [Adult Day Treatment](#) section of the Minnesota Health Care Programs Provider Manual. (pub. 8/27/24)

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)

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:

- Monday, Sept. 23, 2024, from 10 a.m. to noon – Go to the [Sept. 23 MPSE Portal Revalidation Training](#) webpage to register.
- Wednesday, Oct. 9, 2024, from 10 a.m. to noon – Go to the [Oct. 9 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)

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, 2023, 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)

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.