

Oct. 8 – 21, 2024

## Systems announcements

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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

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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

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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)

## Medical Assistance (MA) coverage available for mental health services in special education starting Oct. 15

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Certain mental health services delivered on or after Oct. 15, 2024, may be covered by MA. Minnesota schools and school districts can access this benefit for identified mental health services provided as part of an Individualized Education Program or Individualized Family Service Plan when consistent with the criteria outlined in the [Mental Health Services in Special Education \(MH-SPED\) \(School Social Work Services\)](#) section of the Minnesota Health Care Programs Provider Manual. Additionally, the Minnesota Department of Education and the Minnesota Department of Human Services have launched a new [School Mental Health Services](#) webpage to provide access to resources and training.

Refer to the “MA for mental health services in special education now available” PDF dropped to school and school district providers’ MN–ITS mailboxes on Oct. 18, 2024, for more information. You will find the memo in the PRVLTR folder in the Miscellaneous Received section. (pub. 10/18/24)

## Minnesota Health Care Programs (MHCP) dental benefits include new services and updated service limits for some existing services

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Refer to the 2024 dental benefits include new services and updated service limits table for coverage retroactively effective Jan. 1, 2024.

### 2024 dental benefits include new services and updated service limits

CDT Code	Description	Updated MHCP Coverage
D0120	Periodic oral evaluation	Two times per year
D0150	Comprehensive exam	Once per two years
D0364-0368	Cone Beam CT capture and interpretation	
D3355	Pulpal regeneration – initial	Once per tooth number per member per lifetime
D3356	Pulpal regeneration – interim	Once per date of service per tooth number
D3357	Pulpal regeneration – final	Once per tooth number per member per lifetime
D4355	Debridement	Once per two years
D9311	Medical consultation	Once per date of service
D9410	House call	Removed D1330 restriction

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 10/17/24)

## Bond requirements for PCPOs transitioning to CFSS

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The Minnesota Department of Human Services (DHS) would like to clarify that personal care provider organizations (PCPOs) who received a notice to revalidate and are transitioning to Community First Services and Supports (CFSS) can update their surety bond when their current surety bond expires.

DHS had previously informed revalidating PCPOs transitioning to CFSS that they must submit the [CFSS Agency Surety Bond \(DHS-8558\) \(PDF\)](#) to replace the [PCA Agency Surety Bond \(DHS-6033\) \(PDF\)](#) to revalidate. With new information, DHS determined that PCPOs only need one bond and the DHS-6033 surety bond can be replaced with the new DHS-8558 surety bond when the 6033 bond naturally expires. DHS will mark revalidation for PCPOs completed once all documents and the site visit are complete.

Once the surety bond expires for an enrolled PCPO providing CFSS, the organization must submit the new [CFSS Agency Surety Bond \(DHS-8558\) \(PDF\)](#). (pub. 10/16/24)

## Provider training available for Electronic Visit Verification (EVV) reporting

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HHaEXchange (HHAX) is hosting two training sessions in October for providers required to submit the new EVV compliance reports. HHaEXchange EVV is a homecare software program that delivers compliance reports to providers, state Medicaid programs, managed care organizations and caregivers at the same time.

The “HHaEXchange "Know Your Numbers Report” webinar will show providers how to:

- Track your agency’s EVV compliance percentage by year for each contract or payer or both.
- Understand the information payers and the state will find in their compliance reports and how it will affect your agency.
- Use these reports to comply with the 21<sup>st</sup> Century Cures Act and avoid penalties.

This training is your chance to get answers and make sure you’re fully prepared to review your agency’s compliance reports.

The training sessions are webinar-only and scheduled for the following dates. Click on the dates to register for the training. (Each training will provide the same information.)

- [Friday, Oct. 18, 11 to 11:30 a.m.](#)

- [Monday, Oct. 21, 3 to 3:30 p.m.](#)

For questions about HHAX enrollment and third-party EVV systems, use the [HHAX Client Support Portal](#). (pub. 10/16/24)

## DHS seeks customized living quality improvement grant proposals

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The Minnesota Department of Human Services, through its Aging and Adult Services Division, is requesting proposals from qualified responders to improve overall quality of life for members receiving customized living services through the Brain Injury (BI), Community Alternatives for Community Inclusion (CADL) or Elderly Waiver (EW) programs.

During state fiscal years 2025-2026, DHS estimates that up to \$2 million will be available to successful responders. One-time grants will be available ranging from \$25,000 to \$250,000.

Responders must show how their proposal can positively affect the domains of quality identified in a 2019 University of Minnesota (UMN) report on quality measurement in assisted living. Find more information on these domains of quality in the [UMN's complete report](#).

For more information about the grant and request for proposals, visit the [Customized Living Quality Improvement grant](#) webpage.

Email [dhs.aasd.hcbs@state.mn.us](mailto:dhs.aasd.hcbs@state.mn.us) with any questions. (pub. 10/15/24)

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

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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:

- **Boundaries and Self-Disclosure – Nov. 18, 3:30 – 5 p.m.**  
Learn best practices in self-disclosure, including in our increasingly digital world of communication. Go to the [Boundaries and Self-Disclosure](#) webpage to review the webinar description and to register.
- **General Pediatric Mental and Behavioral Health Conditions and Presentations – Dec. 10, 3:30 – 5 p.m.**  
Explore prevalent diagnoses in children and how disordered patterns of thinking, feeling, and behaving can cause distress. Go to the [General Pediatric Mental and Behavioral Health Conditions and Presentations](#) 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. 10/15/24)

## Community First Services and Supports information sheet available

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The Minnesota Department of Human Services has created a Community First Services and Supports (CFSS) information sheet available in multiple languages for personal care assistance (PCA) and Consumer Support Grant (CSG) providers to share with people working with PCA and CSG members.

The information sheet describes the CFSS program and explains how it compares to the PCA program that it is replacing.

Refer to the following CFSS information sheet:

- [CFSS information sheet - English](#)
- [CFSS information sheet - Hmong](#)
- [CFSS information sheet - Karen](#)
- [CFSS information sheet - Somali](#)

- [CFSS information sheet - Spanish](#)

(pub. 10/14/24)

## Early Intensive Developmental and Behavioral Intervention (EIDBI) draft state plan amendment public comment period open

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A public comment period is open now through Nov. 2, 2024, for draft state plan amendment (SPA) 24-39 to the Medicaid state plan.

[SPA 24-39 \(PDF\)](#) makes changes to:

- provider qualifications for EIDBI qualified supervising professionals,
- child and family psychoeducation,
- mental health services, and
- adult rehabilitative mental health services (ARMHS)

The proposed changes have an effective date of Jan. 1, 2025. Minnesota Department of Human Services (DHS) does not expect these changes to have a fiscal impact.

These changes are authorized by:

- EIDBI: Minnesota Statutes, 256B.0949, subdivision 17.
- Child and family psychoeducation: Laws of Minnesota 2024, Chapter 127, article 61, section 23.
- Mental health services: Laws of Minnesota 2024, Chapter 127, article 61, section 7 (clinical trainee requirements).
- ARMHS: Laws of Minnesota 2024, Chapter 127, article 61, section 20.

Review the [SPA 24-39 \(PDF\)](#) and email your comments to [dhs.spa.comments@state.mn.us](mailto:dhs.spa.comments@state.mn.us). (pub. 10/14/24)

## Minnesota Health Care Programs (MHCP) members notified about pharmacy billing change

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The Minnesota Department of Human Services (DHS) started sending letters to current fee-for-service MHCP members on Oct. 9, 2024, through U.S. Postal Service about DHS contracting with Prime Therapeutics to process outpatient pharmacy claims effective Nov. 4, 2024.

The letter includes BIN number information including what is on their current member ID card and the new billing information (RxBin, RxPCN and RxGroup). We instructed members to bring the letter to their pharmacy to prevent delays in processing their prescription bills. Members will receive new member ID cards in the future.

Also beginning Nov. 4, 2024, Prime Therapeutics will have a new member pharmacy call center available at 844-575-7887 for member questions about getting prescriptions. (pub. 10/10/24)

## Early Intensive Developmental and Behavioral Intervention (EIDBI) behavior analyst provider requirement update effective Jan. 1, 2025

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Behavior analysts enrolled as Minnesota Health Care Programs (MHCP) EIDBI providers must meet one of the following criteria to continue providing behavior analysis services effective Jan. 1, 2025:

- Be a licensed behavior analyst according to Minnesota Statutes, 148.9981 to 148.9995. Refer to Article 19, section 1, subdivision 7 in Chapter 127 of [Minnesota Session Laws – 2024, Regular Session](#).
- Qualify for an exception to licensure under Minnesota Statutes, 148.9987. Refer to Article 19, section 7, in Chapter 127 of [Minnesota Session Laws – 2024, Regular Session](#). A psychologist licensed under Minnesota Statutes 148.88 to 148.981 is not required to be a licensed behavior analyst.

You may not use the title “behavior analyst” or a title implying you are licensed or qualified to provide behavior analysis services unless you are a licensed behavior analyst or exempt from licensing.

You may apply to become a licensed behavior analyst if you are not currently licensed and want to provide behavior analysis services. Refer to the Minnesota Board of Psychology's [Applying for Licensed Behavior Analyst](#) webpage for information about requirements, how to apply, fees, access to the application portal and other information. Submit your application as soon as possible to avoid processing delays. (pub. 10/8/24)

## Personal Care Provider Organizations (PCPOs) transitioning to Community First Services and Supports (CFSS)

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Actively enrolled PCPOs that have not received a revalidation letter that are transitioning to CFSS are required to send in the following to ensure proper billing of services:

- Proof of successful completion of the [CFSS transition test for PCA agencies](#) or completion of [Steps for Success](#) with "CFSS" in the title of the completion certificate.
- [CFSS Agency Provider Agreement Addendum \(DHS-8160A\) \(PDF\)](#)
- [CFSS Provider Agency Assurance Statement \(DHS-8560\) \(PDF\)](#)

These can be submitted via fax or using the [Minnesota Provider Screening and Enrollment \(MPSE\) Portal](#).

Ensure all provider credentials are updated on provider records, such as, but not limited to, liability insurance, surety bond, fidelity bond, workers compensation, or any other required forms.

MPSE is the DHS web-based application for enrolling with MHCP and managing MHCP enrollment information. Find links to register for live MPSE demonstration trainings, weekly MPSE questions and answers sessions, an FAQ, and video training modules on the [MPSE training site](#). (pub. 10/8/24)

## Licensed marriage family therapists and licensed professional clinical counselors encouraged to enroll with Medicare

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Medicare is the main payer beginning Jan. 1, 2024, for certain mental health services provided to people who have both Medicare and Medical Assistance (Minnesota's Medicaid program) if the services are provided by licensed marriage family therapists or licensed professional clinical counselors.

We encourage licensed marriage family therapists and licensed professional clinical counselors to enroll with Medicare to bill services for dually eligible members. Minnesota Health Care Programs (MHCP) considers Medicare primary to MHCP coverage. You must bill services covered by Medicare to Medicare first. Services provided in hospitals, community mental health centers and opioid treatment programs are included.

Claims billed directly to MHCP may be denied without a Medicare explanation of benefits.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 10/8/24)

## New members needed for the Early Intensive Developmental and Behavioral Intervention (EIDBI) advisory group

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Minnesota Department of Human Services (DHS) is recruiting new members for the EIDBI advisory group. The group advises DHS on a health benefit for people younger than age 21 with autism spectrum disorder and related conditions. You may apply for a position now through Nov. 1, 2024.

The EIDBI advisory group holds quarterly virtual meetings. Current members who want to continue serving on the advisory group must reapply for their positions. Term lengths are January 2025 through January 2027. Go to the [Secretary of State Boards and Commissions – Open Positions](#) webpage to apply.

We encourage you to share this announcement with anyone you know who may be interested in applying. Refer to the [EIDBI benefit](#) and [EIDBI advisory group](#) webpages for more information. (pub. 10/8/24)

## SEIU contract compliance training updated for transition to Community First Services and Supports

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The Minnesota Department of Human Services (DHS) has updated the [Service Employees International Union Healthcare Minnesota and Iowa \(SEIU\) contract compliance training](#) for the transition from personal care assistance (PCA) and the Consumer Support Grant (CSG) to Community First Services and Supports (CFSS). DHS started the [transition](#) October 1, 2024.

Review the training to confirm you are meeting all requirements as your agency transitions to a CFSS agency. (pub. 10/7/24)

## Denied dental claims for maximum and minimum age restrictions reprocessed

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Minnesota Health Care Programs (MHCP) reprocessed dental claims denied for maximum and minimum age restriction. Reprocessed claims are for dates of service Jan. 1, 2024, through Aug.13, 2024.

The maximum age restriction was removed from the following CDT Codes effective Jan. 1, 2024:

- D8010 - Limited orthodontic treatment of the primary dentition
- D8020 - Limited orthodontic treatment of the transitional dentition
- D8030 - Limited orthodontic treatment of the adolescent dentition
- D8040 - Limited orthodontic treatment of the adult dentition
- D8070 - Comprehensive orthodontic treatment of the transitional dentition
- D8090 - Comprehensive orthodontic treatment of the adult dentition
- D1351 - Sealant-per tooth
- D1352 - Preventive resin restoration in a moderate to high caries risk patient permanent tooth. (minimum age of 6 has been changed to 0 with no maximum age)
- D2381 - Resin two surfaces posterior primary
- D2930 - Prefabricated stainless steel crown primary tooth

Reprocessed claims will appear on the Oct. 8, 2024, warrant. Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 10/4/24)

## Individualized Education Plan (IEP) interim rates for fiscal year (FY) 2024-2025 sent to school districts

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The Minnesota Department of Human Services sent IEP interim rates for FY 2024-2025 to school districts on Sept. 26, 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 "NPI#\_IEP\_20240926\_School ID\_InterimRate\_FY2025."

This document includes the interim IEP rates for the period from July 1, 2024, to June 30, 2025.

The final IEP rates calculated for FY 2022-2023 will become the interim IEP rates for the current school year (July 1, 2024, to June 30, 2025). These rates are calculated based on actual time and encounter data submitted by the school districts and final data from the Minnesota Department of Education (MDE) for FY 2022-2023.

Review the numbers reported by the school district and the information provided by MDE. If you believe the interim rates for FY 2024-2025 are incorrect, email [dhs\\_rates\\_iep@state.mn.us](mailto:dhs_rates_iep@state.mn.us) with details about the error.

Email [dhs\\_rates\\_iep@state.mn.us](mailto:dhs_rates_iep@state.mn.us) or call 651-431-2519 with questions about this message. (pub. 10/1/24)



## Information sessions on Medical Assistance coverage for mental health services in special education

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Beginning Oct. 15, 2024, Minnesota schools and school districts can access Medical Assistance (MA) for identified mental health services provided as part of an Individualized Education Program (IEP) or Individualized Family Service Plan (IFSP). MA is Minnesota's Medicaid Program.

The Minnesota Department of Education (MDE) and Minnesota Department of Human Services (DHS) are collaborating in this effort and have developed statewide informational webinars to update schools and districts on how to receive MA reimbursement for identified mental health services provided as part of an IEP or IFSP.

Refer to the "Information sessions on MA coverage for mental health services in special education" PDF dropped to school and school district providers' MN-ITS mailboxes on Sept. 27, 2024, for more information. You will find the memo in the PRVLTR folder in the Miscellaneous Received section. (pub. 9/27/24)

## Early Intensive Developmental and Behavioral Intervention (EIDBI) added to the Minnesota Health Care Programs (MHCP) provider e-mail subscription list

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We have added EIDBI as a topic to the MHCP provider email lists. All EIDBI providers, including Comprehensive Multi-Disciplinary Evaluation providers, are encouraged to visit the [MHCP provider email lists](#) webpage and sign up to receive billing, claims processing, policy change and system information about EIDBI via email. (pub. 9/27/24)

## Qualified licensed professionals may apply for positions with the External Program Review Committee (EPRC)

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Qualified licensed health and mental health professionals may apply for part-time positions with the [EPRC](#). The committee:

- Works with service providers licensed under Minnesota Statutes, 245A and 245D to develop strategies for phasing out the use of restraint and improving quality of life for people with disabilities.
- Makes recommendations to the Minnesota Department of Human Services (DHS) on policies and initiatives that impact [Minnesota Rules, 9544](#), also known as the Positive Supports Rule.

Committee members are expected to:

- Participate in two, two-hour committee meetings per month. One meeting is held on the first Thursday of every month from 2 - 4 p.m. The other meeting can be adjusted to find a time that works for new members.
- Individually provide guidance directly to service providers and other care team members.
- Work collaboratively with other committee representatives and state staff to share information, draft materials, identify committee priorities and plan committee activities.

### Compensation

Training and technology for the position will be provided and members will receive compensation of \$416 per month (\$4,992 per year) plus expenses. State-employed staff who participate in committee activities during their working hours do not qualify for compensation but may apply for the committee with supervisor approval.

### Qualifications

DHS is looking for professionals with excellent customer service and teamwork skills. To qualify, professionals must:

- Demonstrate expertise and knowledge on the use of [positive support strategies](#) as alternatives to the use of [restrictive interventions](#).
- Maintain and be actively licensed within a profession listed under either [Minnesota Statutes, 214.01](#), subdivision 2; or [Minnesota Statutes, 2451.04, subdivision 2](#).
- Pass a background check.

### Apply

Visit [External Program Review Committee, Office of the Secretary of State](#) to apply for an open position. Submit a resume and cover letter that highlights and explains how you meet the qualifications.

Professionals that work for service providers licensed under Minnesota Statutes, 245D and 245A are welcome to apply, though they are prohibited from working on cases related to their 245D/245A employer or affiliates.

### Timeline

We will interview applicants for the committee in October or November 2024. New member terms will start in early 2025. Committee member terms may last up to four years and can be renewed. (pub. 9/24/24)

## New HT modifier available for mental health mobile crisis response services

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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)

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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

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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

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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. A webinar session is scheduled from 1 to 2 p.m. 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

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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](mailto: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

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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](mailto:chad.hope@state.mn.us) if you have questions about this meeting. (pub. 9/12/24)

## Register for CFSS Steps for Success workshop

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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

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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

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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

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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

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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

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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

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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

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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

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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

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

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

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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)



## Minnesota Health Care Programs (MHCP) experiencing high call volume

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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

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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

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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

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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

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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

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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

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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

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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

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- [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.