Nov. 5 – 18, 2024

Systems announcements

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

Revised: Pharmacy billing and support changes for outpatient fee-for-service functions effective Nov. 4

We revised this message to state the new pharmacy billing and support changes for outpatient fee-for-service functions are now in effect. We also added hyperlinks to the related Minnesota Health Care Programs Provider Manual sections and Minnesota Medical Assistance Portal (hosted by Prime Therapeutics).

Outpatient pharmacy services claims processing and related pharmacy benefit functions transitioned from the Minnesota Department of Human Services (DHS) to Prime Therapeutics (formerly known as Magellan Health) on Nov. 4, 2024. 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 Prime Therapeutics 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

Refer to [Pharmacy Services](#), [340B Drug Pricing Program](#) and [Drug Authorizations](#) in the Minnesota Health Care Programs Provider Manual for more information.

Also, refer to the [Minnesota Medical Assistance Portal](#) (hosted by Prime Therapeutics) for additional information, forms and other resources. (pub. 8/27/24, rev. 11/4/24)

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)

Early Intensive Developmental and Behavioral Intervention (EIDBI) provider agency support and resource memo posted, guide published

Minnesota Department of Human Services posted an agency support and resources memo to active EIDBI agencies Nov. 15, 2024, in the PRVLTR folder of your MN–ITS mailbox. The memo has links to resources and training available to help EIDBI agencies meet program standards, including a link to the newly published [Early Intensive Developmental and Behavioral Intervention (EIDBI) Compliance and Program Integrity Guide (DHS-8632) (PDF)](#).

Refer to the [MN–ITS Mailbox User Guide](#) for instructions on using the mailbox or review the [Using the MN–ITS Mailbox](#) on-demand video. (pub. 11/15/24)

Revalidation training available for PCA and CFSS providers who are required to revalidate

Personal Care Assistance (PCA) providers who received a notice to revalidate and wish to transition to Consumer First Services and Supports (CFSS) must have all owners, managers and supervisors involved in day-to-day operations do the following:
- Complete the CFSS transition training for current PCA agencies.
- Upload proof the training was completed in the Minnesota Provider Screening and Enrollment (MPSE) portal.

DHS has received multiple revalidation requests without proof the CFSS transition training was completed leading to delays in processing revalidation.

The Minnesota Department of Human Services (DHS) is offering training for revalidating PCA providers transitioning to CFSS. Attend one of the following trainings if you have any questions about how to revalidate.
- Monday, Nov. 25, 2024, from 10 a.m. to noon – Register for Nov. 25 Revalidation Training
- Tuesday, Dec. 17, 2024, from 1 to 3 p.m. – Register for Dec. 17 Revalidation Training
- Friday, Dec. 20, 2024, from 10 a.m. to noon – Register for Dec. 20 Revalidation Training

Providers receive notice of revalidation in their MN–ITS mailbox or through the U.S. Postal Service. (pub. 11/13/24)

DHS requests input on simplifying EVV for live-in caregivers

The Minnesota Department of Human Services (DHS), through its Disability Services Division, requests feedback and suggested solutions to simplify compliance with Electronic Visit Verification (EVV) requirements for live-in caregivers in Minnesota. We request feedback from financial management services providers, caregivers, Minnesota Health Care Programs members, families and community advocates that are required to use EVV.

DHS is offering the following ways for people to provide their feedback on how to improve EVV:

- Large group sessions (1-50 participants)
- Focus group sessions (1-15 participants)
- Individual interviews (30 slots available)
- Online survey
- Email

For more information and to register for a session, review the DHS requests feedback on EVV simplification for live-in caregivers Aging and Adult Services Division and Disability Services Division eList announcement. (pub. 11/12/24)

New Requirements for EVV Safe at Home Program

Effective Jan. 1, 2025, the Minnesota Department of Human Services (DHS) will require providers to use the following instructions for all people enrolled in the Safe at Home program who use electronic visit verification (EVV):
- Record the person's Safe at Home P.O. Box address as their legal address in all EVV systems.
- Use the person's Safe at Home P.O. Box address as the location for all services delivered, regardless of location.
- Register all business phone numbers used in the EVV system to the person's Safe at Home P.O. Box address.

For complete instructions, refer to EVV Safe at Home process in the Community-Based Services Manual. We worked closely with the Office of the Minnesota Secretary of State to make these changes to ensure the Safe at Home program works for people who use EVV.

For additional information, review the EVV requirements for Safe at Home program in the Aging and Adult Services Division and Disability Services Division eList announcement. (pub. 11/8/24)

MHCP has sent CFSS Steps for Success certificates for Sept. 25-27 workshop

Minnesota Health Care Programs (MHCP) has sent providers who attended the Community First Services and Supports (CFSS) Steps for Success workshop on Sept. 25-27, 2024, their certificates of completion via the email address used to register for the September CFSS Steps for Success workshop. Providers who completed the training should receive their certificate by the end of the business day Nov. 7, 2024.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 11/7/24)

Emergency relief grants available for Early Intensive Developmental and Behavioral Intervention (EIDBI) providers serving rural communities

Minnesota Department of Human Services (DHS) is accepting proposals for emergency relief grants available to EIDBI providers that serve rural communities and are at risk of closing.

About the grant
The grant program:
- Gives financial assistance to provider organizations that are at risk of closing or unable to cover their operating expenses.
- Preserves access to EIDBI services in rural communities.
- Supports organizational capacity-building activities to sustain existing EIDBI services in rural communities.

Relief grant proposal details
Use the following information to apply:
- Log into the DSD online grant management system. Use Foundant Technologies' GLM Applicant Tutorial as a guide.
  - New users: Click "Create New Account" to complete the registration process and create your login credentials.
  - Existing users: Enter your credentials and log in. Use the "Forgot your Password?" link to reset your password if you forgot your password.
- You cannot submit proposals through mail, fax or email.
- The application deadline is 4 p.m. Tuesday, Nov. 26, 2024
- The grant period is estimated to begin Monday, Feb. 3, 2025.
- Refer to emergency relief grants for EIDBI providers serving rural communities on the Open grants, RFPs and RFIs webpage to review the RFP.

What providers may apply?
Providers who meet both of the following may apply for the grant:
- Must provide EIDBI services to rural communities. Rural communities are communities located outside of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott or Washington counties and the cities of Duluth, Mankato, Moorhead, Rochester and St. Cloud.
- Must be at risk of closing.

Refer to Minnesota Laws 2024, chapter 127, article 46, section 38 for more information about the grant. (pub. 11/5/24)

Public comment period open for Housing Stabilization Services state plan amendment

Minnesota Department of Human Services (DHS) seeks public comment on draft State Plan Amendment (SPA) 24-45 to the Medicaid State Plan.

The proposed state plan amendment renews housing stabilization services for an additional five years. The amendment also makes various technical changes and corrections to the currently approved text in the State Plan and adds a provision that would allow moving expenses to be covered when a person is moving into housing that is owned, leased, or operated by tribal entities. Refer to the 24-45 draft (PDF) to review the amendment.

You must submit comments or questions regarding this draft SPA via email to the DHS SPA mailbox by Nov. 28, 2024. Email dhs.spa.comments@state.mn.us if you have questions about this message. (pub. 11/5/24)

Complex transitions referral form to open to all lead agencies

In November 2023, the Complex Transitions Team started as a pilot project. The team worked with specific hospitals in the Twin Cities and Duluth to support transitions from the hospitals for people who face complex needs and difficulties connecting with community services.

During the pilot project, the Complex Transitions Team accepted limited referrals. In collaboration with the county state work group and regional lead agencies, the Complex Transitions Referral Form, DHS-8507 will open to all lead agencies effective Nov. 4, 2024.

For more information, please review the Complex transitions referral form to open to all lead agencies eList announcement. (pub. 10/29/24)

Claims process for paying a spouse or parent of a minor for PCA services

The Minnesota Department of Human Services (DHS) announced in July that spouses and parents of minors can serve as paid personal care assistance (PCA) workers for their Minnesota Health Care Programs enrolled family members effective Oct. 1, 2024.

When PCA provider agencies submit claims for family member PCAs, use code T1019 with modifier U2. The U2 modifier identifies the service was provided by a spouse or parent. The U2 modifier is not on the service authorization but needs to be added to the claim. The lead agency does not need to update the service agreements for these claims.

If you have not yet submitted claims for dates of service beginning Oct. 1, 2024, to now, make sure you include the U2 modifier.

If you have already submitted claims for dates of service from Oct. 1, 2024, to now and services were provided by a spouse or parent, **replace your claim** and include the modifier U2.

DHS updated CFSS Manual – Paying a spouse or parent of a minor for PCA/CFSS to explain this procedure. For additional information, refer to the MMIS system updates section of the Community-Based Services Manual. (pub. 10/28/24)

Final reprocessing of paid individualized education plan (IEP) claims for fiscal year (FY) 2022-2023 underway

Minnesota Health Care Programs has calculated and reviewed the final IEP rates for the period from July 1, 2022, to June 30, 2023. Additionally, we have entered the final rates into the Medicaid Management Information System and will reprocess the paid IEP claims for FY 2022-2023 on Wednesday, Oct. 30, 2024. The reprocessing usually takes one to two weeks, although the duration may vary based on your school district's position in the queue.

Note: If you would like your remittance advice to only include the finalized paid claims for FY 2022-2023, do not submit claims until your school district is reprocessed. Your school district still needs to be processed if your claims are not reflected on the following warrant dates:
- Nov. 5, 2024
- Nov. 19, 2024
- Dec. 3, 2024
- Dec. 17, 2024
- Dec. 31, 2024 (if needed)

Contact Jacquie Vang, IEP rates coordinator, at dhs_rates_iep@state.mn.us to confirm if your school district has been processed or with questions about this message. (10/28/24)

Denied dental claims for CDT Code D0120 reprocessed

Minnesota Health Care Programs (MHCP) has reprocessed CDT Code D0120 periodic oral evaluation dental claims denied for exceeding maximum benefit limits. The benefit limit change was effective starting Jan. 1, 2024, and is now allowed twice per year.

Reprocessed claims will appear on the Nov. 5, 2024, warrant. Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 10/28/24)

Revised: Register for Nov. 13 webinar on Medical Assistance (MA) coverage for mental health services in special education (MH-SPED)

We revised this message to remove information about an old webinar. The Minnesota Department of Education and Minnesota Department of Human Services are offering a webinar on billing for MH-SPED on Nov. 13, 2024, at 3 p.m. on Zoom. Refer to the School Mental Health Services webpage for registration and more information.

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. (pub. 10/25/24, rev. 11/5/24)

Dental claims denying for CDT Code D1351 sealants

Minnesota Health Care Programs has identified that dental claims for sealants are being denied because of a system issue. Providers should not submit claims for this service at this time to prevent the claim from being denied. We will post a message on this webpage when the system is updated and claims can be submitted. (pub. 10/24/24)

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

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

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

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)

DHS seeks customized living quality improvement grant proposals

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 (CADI) 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 with any questions. (pub. 10/15/24)

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:

- 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

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)

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

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

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)

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

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)

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

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

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

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 with details about the error.

Email 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

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

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)

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:

- 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. 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)

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)

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)

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)

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)

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.