

December 17 – 30, 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)
Tiered wage rates PCA/CFSS list now corrected

The Minnesota Department of Human Services has corrected the Personal Care Assistance/Community First Services and Supports (PCA/CFSS) tiered wage rates list. Refer to the [Provider Lists](#) section in the MN–ITS User Manual for instructions on how to access the list. (pub. 12/27/24)

DHS is correcting Tiered Wage PCA/CFSS list

On Friday, Dec. 20, 2024, the Minnesota Department of Human Services (DHS) posted a new list in the MN-ITS User Manual [Provider Lists](#) section for Personal Care Assistance/Community First Services and Supports (PCA/CFSS) tiered wage rates. After this list was posted, it was brought to our attention that not all workers who should be on this list, are on this list. DHS is working to correct this data error. (pub. 12/24/24)

Managed care organizations (MCOs) will cover MNCare members' room and board services from Substance Use Disorder (SUD) and mental health providers beginning Jan. 1, 2025

MCOs will cover SUD and mental health room and board services for MNCare members effective Jan. 1, 2025. Submit room and board claims for MNCare members to the appropriate health plan. Room and board claims submitted to Minnesota Health Care Programs for MNCare members will be denied. (pub. 12/24/24)

2025 schedule for CFSS Steps for Success workshop

Minnesota Health Care Programs (MHCP) has opened registration for the 2025 dates for the Community First Services and Supports ([CFSS](#)) [Steps for Success workshops](#). The three-day workshop sessions will be held:

- March 19-21, 2025
- June 25-27, 2025
- September 17-19, 2025
- December 17-19, 2025

After a workshop session fills, MHCP will remove it as a selection from the online registration system. We will close unfilled workshop sessions at 8 a.m. seven business days before the workshop begins. The workshop will continue to be online-only and sessions will begin promptly at 8:30 a.m. and end at 4:30 p.m.

If you have any questions, call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411. (pub. 12/23/24)

Tiered Wage PCA/CFSS list now posted in MN-ITS

Financial management services (FMS), personal care assistance (PCA) and community first services and supports (CFSS) provider agencies can now view which tier direct support workers are in by logging into MN-ITS and downloading the **Tiered Wage PCA/CFSS** Excel list. Find instructions for how to access the list in the MN-ITS User Manual in the [Provider Lists](#) section.

On Dec. 13, 2024, The Minnesota Department of Human Services (DHS) sent PCA and CFSS providers a memo with additional information about the tiered wage floors and tiered reimbursement rates. The memo was sent to PCA and CFSS providers' MN-ITS PRVLTR folder. (pub. 12/20/24)

Additional resources, webinar slides for Medical Assistance (MA) billing now available on the School Mental Health Services webpage

The [School Mental Health Services](#) webpage has been updated to include more resources to help guide schools and staff as they prepare to bill MA for certain mental health services in a student's Individualized Education Program (IEP) and Individual Family Service Plan (IFSP) delivered on or after Oct. 15, 2024.

Slides from all three training webinars are now available along with the [Mental Health Services in Special Education Summary and Recommendations \(DHS-8644\) \(PDF\)](#) and [Mental Health Services in Special Education Checklist \(DHS-8645\) \(PDF\)](#). Providers can use the Mental Health Services in Special Education Summary and Recommendations (DHS-

8644) to help determine medical necessity for mental health services within an IEP or IFSP. The Mental Health Services in Special Education Checklist (DHS-8645) includes all components to be considered while reviewing a student's special education records for the Summary and Recommendations.

The Minnesota Department of Education and Minnesota Department of Human Services are continuing to add guidance to the School Mental Health Services webpage. Visit the webpage for additional resources as they become available or email questions to schoolmentalhealth.mde@state.mn.us. (pub. 12/20/24)

PCA and CFSS Tiered Wage Floors effective January 1, 2025

Effective January 1, 2025, direct support workers in Personal Care Assistance (PCA) Choice and the budget model of Community First Services and Supports (CFSS) must be paid at least the tiered wage floor based on the experience of the direct support worker.

A tiered reimbursement rate will be paid to PCA and CFSS provider agencies for PCA and CFSS services based on the experience of the direct support worker. The new reimbursement rates beyond the base rate will not increase until March 2025. Minnesota Department of Human Services (DHS) will automatically reprocess claims submitted between January 1, 2025, to March 2025, to pay PCA and CFSS providers the appropriate tiered reimbursement for those claims.

DHS has provided additional information about the tiered wage floors and tiered reimbursement rates in a memo in PCA and CFSS providers' MN-ITS PRVLTR folder. (pub. 12/13/24)

DHS requests feedback for using EVV for live-in caregivers

The Minnesota Department of Human Services (DHS) would like your feedback about barriers and potential solutions to simplify electronic visit verification (EVV) compliance for live-in caregivers. There are still opportunities to provide feedback using one of the following options.

Survey

To complete the EVV online survey, refer to [DHS EVV simplification for live-in caregivers survey](#).

Email

To provide feedback via email, submit comments to lee.upshur@state.mn.us no later than 4 p.m. on Friday, Dec. 13, 2024.

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

Claims for procedure codes 99418 and 99417 billed with E&M codes denying due to system upgrades

Currently, claims billed with prolonged service add-on codes 99418 and 99417 together with evaluation and management (E&M) codes are denying due to system upgrades. The Minnesota Department of Human Services (DHS) is currently working on these updates and we will notify providers once the system updates are complete. DHS will process affected claims retroactively.

If you have any questions, call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411. (pub. 12/12/24)

Minnesota Health Care Programs application fee increase Jan. 1

The Minnesota Health Care Programs (MHCP) provider application fee will be \$730 per practice location beginning Jan. 1, 2025. You must pay the fee that applies to the calendar year we receive your application if you are required to pay a fee. We must receive your application fee before we can process your enrollment application.

The new fee will apply to initial enrollment, reenrollment, and revalidation. Refer to [Application Fees](#) in the **Provider Screening Requirements** section of the MHCP Provider Manual for more information. (pub. 12/11/24)

Licensing requirement for behavior analysts providing Early Intensive Developmental and Behavioral Intervention (EIDBI) services

All behavior analysts providing EIDBI services must hold a valid Minnesota behavior analyst license effective Jan. 1, 2025, and submit proof of licensure to Minnesota Health Care Programs (MHCP). The Minnesota Board of Psychology oversees licensing. Visit the Minnesota Board of Psychology's [Applying for Licensed Behavior Analyst](#) webpage for license application information and requirements.

New MHCP-enrolling behavior analyst EIDBI providers proof of licensure submission requirement

Beginning Jan. 1, 2025, submit a copy of your behavior analyst license with your MHCP provider assurance statement and other applicable enrollment forms when you enroll.

Current MHCP-enrolled behavior analyst EIDBI providers proof of licensure submission requirement

Licensure verification is required to maintain eligibility as an EIDBI provider. Resubmit an individual provider assurance statement (for example, [EIDBI Level I Provider Assurance Statement \(DHS-7120D\) \(PDF\)](#)) and a copy of your license by April 30, 2025. Failure to provide proof of licensure may impact the ability for you and any agencies you are affiliated with, to provide EIDBI services under MHCP. This may include, but is not limited to, inability to bill for services or ending major programs. Submit your license as soon as possible to allow for processing time and to avoid interruption in your enrollment status.

You may upload a copy of your license, along with the new copy of your [EIDBI Level I Provider Assurance Statement \(DHS-7120D\) \(PDF\)](#), using the Credentials page under the Certified BCBA or BCBA-D attestations in the Minnesota Provider Screening and Enrollment (MPSE) portal. MHCP Provider Eligibility and Compliance will manually convert your upload to the new license type after MPSE is programmed with the correct coding (April 2025).

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this process or need help with documentation. (pub. 12/9/24)

Upcoming 2025 changes to member health plan choices

Blue Plus will be an available health plan option for the Prepaid Medical Assistance Program (PMAP) and MinnesotaCare in Ramsey and Scott Counties effective Jan. 1, 2025.

HealthPartners will **not** be open to NEW enrollees effective Dec. 1, 2024, for PMAP, MinnesotaCare, and Special Needs BasicCare (SNBC) with the following exceptions:

- Newborns whose parent was enrolled with HealthPartners at the time of birth,
- Enrollees who were previously enrolled in HealthPartners that regained eligibility after a lapse in coverage
- Family members added to a household with other household members already enrolled in HealthPartners

Current HealthPartners SNBC enrollees will continue to receive their medical services from HealthPartners through March 31, 2025, unless the enrollee chooses a new SNBC health plan or requests to return to Medical Assistance fee-for-service. Members that remain on their SNBC plan will be moved to a new SNBC health plan effective April 1, 2025.

South Country Health Alliance will no longer be available in Kanabec County for all managed care programs effective Jan. 1, 2025.

Medica will be an available health plan option for the PMAP in Anoka, Carver, Dakota, Olmstead, Ramsey, Rice Scott, Stearns, and Washington county effective Jan. 1, 2025.

UCare will **not** be open to NEW enrollees effective Jan. 1, 2025, for PMAP with the following exceptions:

- UCare will continue accepting new enrollees in Hennepin County.
- Newborns whose parent was enrolled with UCare at the time of birth
- Enrollees who were previously enrolled in UCare that regained eligibility after a lapse in coverage
- Family members added to a household with other household members already enrolled in UCare

UnitedHealthCare (UHC) will **not** be available for all managed care programs effective Jan. 1, 2025. UHC enrollees must select a new health plan or the Minnesota Department of Human Services (DHS) will move enrollees to a new health plan effective Jan. 1, 2025. DHS can no longer contract with UHC for public programs. DHS notified UHC that contracts would

end for all programs effective Dec. 31, 2024. Refer to Minnesota Statutes, 256B.035 prohibiting DHS from contracting with for-profit health maintenance organizations.

Reminder to all providers: Always check [MN-ITS](#) before providing any service.

For continuity of care questions, contact the specific [Managed Care Organization](#). (pub. 12/9/24)

Providers required to use EVV must complete onboarding process

As of Sept. 1, 2024, the Minnesota Department of Human Services (DHS) is actively enforcing electronic visit verification (EVV) compliance for all providers including financial management service (FMS) providers and managed care organizations (MCOs).

DHS remains committed to monitoring the usage and compliance of EVV systems. Compliance notices will be issued to providers as needed to address and resolve any compliance-related concerns.

On Nov. 13, 2024, DHS began sending memos to providers via their MN-ITS mailboxes alerting them to take immediate action to address EVV compliance issues. Providers receiving a compliance notice must complete the required action steps within 30 days of memo date.

If you have not yet registered for MN-ITS mailbox, you must do so to access important information from DHS about EVV. Refer to the [MHCP MN-ITS User Manual](#) for instructions on how to register for MN-ITS and access your mailbox.

Failure to complete the required actions outlined in the memo within 30 days of the memo date may result in stopped payments.

If you believe you received the memo in error or have additional questions, contact the EVV Team using the [DSD Contact Form](#). Include the following information on the DSD Contact Form:

- All enrolled national provider identifiers (NPIs) or unique Minnesota provider identifiers (UMPIs)
- A list of all the services each enrolled NPI or UMPI provides

(pub. 12/5/24)

Update to Substance Use Disorder individual (H2035) and group (H2035 HQ) denial errors for remittance advice remark code N362

The following is an update to the provider news message titled [Substance Use Disorder \(SUD\) services for individual \(H2035\) and group \(H2035 HQ\) claim denial errors with remittance advice remark code N362](#) which posted Sept. 10, 2024.

Minnesota Department of Human Services will reprocess and pay all incorrectly denied claims with RA code N362 biweekly until the system is fixed.

Claims that are more than the 6 hours a day or 30 hours a week without an authorization may be paid in this interim process. We will reprocess claims that require an authorization and take back overpayment when the system is fixed. (pub. 12/5/24)

New update to Provider Lists to include individual CFSS workers

The Minnesota Department of Human Services has updated the provider list to include individual workers enrolled with Minnesota Health Care Programs who have completed the individual "PCA and Community First Services and Supports (CFSS) workers" test.

The individual worker must complete the "[PCA/CFSS support workers](#)" test to provide PCA and CFSS services. To verify that a worker has completed the PCA and CFSS worker test, review the steps under **Personal Care Assistance (PCA) Providers A – Z** in the [Provider Lists](#) section of the MN-ITS User Manual. (pub. 12/5/24)

Robotic arm policy update

Minnesota Health Care Programs (MHCP) updated the [Robotic Arms](#) section of the MHCP Provider Manual.

We added clarifying information under the Covered Services heading about activities of daily living and instrumental activities of daily living. Under the Authorization heading, we explained a face-to-face evaluation by a physical or occupational therapist must be documented and that providers must train members to use the equipment.

Additionally, we updated to require a three-month trial period instead of a rental program. Providers may submit the authorization request for purchase four weeks into the three-month trial period. Members who were authorized under the prior rental program must complete the rental period. Members who are authorized after Nov. 25, 2024, will use the trial period. Under Billing, we explain the warranty period, rental reimbursement, and provider responsibility when adding a robotic arm to the member's power wheelchair.

Call the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 12/3/24)

Personal care assistance (PCA) and Consumer Support Grant (CSG) service agreements for members transitioning to Community First Services and Supports (CFSS) extended 3 months

People who currently receive PCA or CSG services will receive up to six months of services while they transition to CFSS effective Nov. 26, 2024. Minnesota Department of Human Services has changed the service extension from three to six months to avoid gaps in service for people as they transition to CFSS.

A person with a six-month PCA or CSG service agreement can choose to begin CFSS services before the end of the six months if they have an approved CFSS service delivery plan. Refer to the [Extension of three-month PCA/CSG service agreements](#) AASD and DSD eList announcement for instructions and more information. (pub. 11/26/24)

Assess, Conceptualize, and Diagnose Mental Health Disorders in Young Children Using the DC: 0-5 training scheduled

Certified DC: 0-5 trainers Catherine Wright, PsyD, LP, LPCC, and Teya Dahle, LICSW, will present the two-day online training course "Assess, Conceptualize, and Diagnose Mental Health Disorders in Young Children using the DC: 0-5" from 9 a.m. – 4:30 p.m. Jan. 7 and 8, 2025.

This free training equips clinicians and mental health professionals with the skills to assess, diagnose and treat mental health and developmental disorders in children age five or younger using DC: 0-5 Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood, published by [Zero to Three](#). The training is intended for Comprehensive Multi-Disciplinary Evaluation providers and clinical trainees who have experience with diagnostic procedures using DSM-5 or ICD-10 with a strong background in child development and other interested professionals.

Refer to the [Two-day virtual training announcement](#) webpage for participant instructions, learning objectives, registration, background, and other information. (pub. 11/26/24)

2024 Provider Legislative Update posted

We posted the 2024 Provider Legislative Update. It includes a summary of key provisions passed during the 2024 Minnesota Legislative Regular Session that may affect you. Go to the [2024 Minnesota Health Care Programs \(MHCP\) Provider Legislative Update \(DHS-7607F\) \(PDF\)](#) to read the update. (pub. 11/19/24)

MinnesotaCare coverage expanded to undocumented people living in Minnesota

Immigration status is no longer a barrier to accessing MinnesotaCare. The Minnesota Department of Human Services officially opened MinnesotaCare to undocumented people living in the state, and applications can be submitted now. Help spread the word to uninsured patients you serve about this important change in eligibility for MinnesotaCare. Visit the MinnesotaCare: A healthier state for more people webpage for all things MinnesotaCare. The [Tools for partners](#) webpage has materials that make it easy for you to share messages with your patients. Most materials are translated into Spanish, Somali and Oromo.

There is no deadline to apply for MinnesotaCare, and no limit on the number of people who enroll. People can apply year-round. Trusted community partners called navigators can help patients walk through the application process for free. Find a MNsure-certified navigator on MNsure's [Assister Directory](#) webpage or call 651-539-2099 or 855-366-7873 for help offered in many languages.

The 2023 Legislature approved the expansion of MinnesotaCare with support from a broad coalition of community, health, labor and faith organizations. Refer to the [FAQs for providers: MinnesotaCare eligibility for undocumented people \(PDF\)](#) for more information. (pub. 11/19/24)

Early Intensive Developmental and Behavioral Intervention (EIDBI) high-intensity intervention services daily limit increased effective Nov. 1

The daily service limit for EIDBI high-intensity intervention services (CPT code 0373T) increased to 32 units or 8 hours per day beginning Nov. 1, 2024. We have updated the [EIDBI Billing Grid](#) to reflect this change. Intervention – Higher intensity: Adaptive behavior treatment with modifications in protocol administered by two or more providers is a service provided to members who have demonstrated severe, destructive behaviors (for example, self-injurious behavior, damage to property or aggression) in the past.

The EIDBI provider agency must request prior authorization for high-intensity intervention services on the member's individualized treatment plan, include the clinical rationale and indicate how they will customize the environment to help ensure safety of the member and others. Refer to the [Settings for EIDBI services](#) policy manual for information about customizing the environment and the [Intervention policy manual for more information](#). (pub. 11/19/24)

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)

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)

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)

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. 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. We have scheduled 2025 training sessions for the following:

- Dental Services
- Early Intensive Developmental and Behavioral Intervention
- Housing Stabilization Services
- Housing Support Supplemental Services
- Individualized Education Program Services
- Nursing Facilities
- Psychiatric Residential Treatment Facilities
- Waiver and Alternative Care

(pub. 12/3/24)

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)

On-demand training videos

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. (pub. 7/16/24)

Free online Minnesota Provider Screening and Enrollment (MPSE) training available

Minnesota Health Care Programs provides free online training for our MPSE online portal. We have scheduled training sessions for 2025. Visit the [MPSE portal training](#) webpage to review the schedule, register for a training session, view brief online tutorials to help prepare you for class and more information. (pub. 12/17/24)

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.