DEPARTMENT OF HUMAN SERVICES

May 20 - June 2, 2025

Systems announcements

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

Important reminders

Providers are required to verify member eligibility. Use MN–ITS or call the automated Eligibility Verification System at 651-431-2700 or 800-366-5411 option 1. Review the Verifying MHCP Eligibility in MN–ITS and Understanding Eligibility Results in MN–ITS videos for more information.

Current news and updates

Individual direct support worker (DSW) records marked as inactive

Active DSW enrollment records were changed to inactive the week of May 19, 2025. Minnesota Department of Human Services is aware of this and we are working to change the impacted records to active.

DSW enrollment records will be changed to active by end of day June 4, 2025. If your Personal Care Assistance and Community First Services and Supports claims were denied with MN–ITS claim status code 132 and remark code N290 on your June 3 or June 17 remittance advice, you will need to resubmit claims after we have changed the enrollment records to active. We will publish a message on this webpage after the records are made active.

Please do not call the Minnesota Health Care Programs (MHCP) Provider Resource Center to start a case as we will correct all impacted DSWs as a batch. If you have questions about this message, call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411. (pub. 5/30/25)

New residential support services criteria effective July 1, resources available

Minnesota Department of Human Services will implement new residential support services criteria (RSSC) effective July 1, 2025, requiring members to meet criteria to access community residential services (CRS) and customized living (CL) services. The criteria will apply to members on Brain Injury (BI), Community Alternative Care (CAC), Community Access for Disability Inclusion (CADI), and Developmental Disabilities (DD) waivers who are accessing either CRS or CL services.

Refer to the Residential support service criteria effective July 1, 2025, Community-Based Services Manual to review the criteria, policy and process guidance, and provider responsibilities.

Review the RSSC implementation resources Disability Services Division (DSD) eList announcement for additional information. Use the DSD Contact Form if you have questions about RSSC policy. (pub. 5/30/25)

Medical Assistance and MinnesotaCare Fee-For-Service Member Handbook published

Minnesota Health Care Programs published a handbook for members with coverage through Medical Assistance fee-for-service or MinnesotaCare fee-for-service. This handbook gives members information about who to call with questions, details on covered services, member rights and responsibilities and more. Review the Medical Assistance and MinnesotaCare Fee-For-Service Member Handbook (DHS-8646) (PDF) and share this new resource with members. (pub. 5/29/25)

MTM-MNET, SmartLink, and local and Tribal agencies mileage claims reprocessing

Minnesota Health Care Programs (MHCP) has updated the system issue that was incorrectly denying mileage claims for MTM-MNET, SmartLink, and local and Tribal agencies.

We will reprocess impacted claims throughout the next two warrant dates. The reprocessed claims will appear on the June 3, 2025, or June 17, 2025, remittance advice. You do not need to take any action at this time.

If your reprocessed claim is not included on the June 3, 2025, or June 17, 2025, remittance advice, providers should resubmit the claim if it is within timely filing.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 5/22/25)

Webinar session for Customized Living providers

The Minnesota Department of Human Services Disability Waiver Rate System (DWRS) Cost Reporting team will host a webinar session about DWRS cost reporting for customized living providers June 18, 2025, from 10 to 11:30 a.m.

We will cover the following topics:
- DWRS cost reporting overview
- DWRS cost reporting online system demonstration, including how to sign on and enter data into the system
- Reporting requirements
- Specific information for customized living providers
- DWRS Cost Reporting Team contact information

Review the Disability Services Division Webinar announcement: DWRS Cost Reporting Demonstration and Q&A – Customized Living Providers webpage for webinar details and registration information. (pub. 5/22/25)

Change in risk level for Early Intensive Developmental and Behavioral Intervention (EIDBI) and Housing Stabilization Services (HSS) providers effective June 1, 2025

Minnesota Department of Human Services (DHS) is changing the risk level for some provider types per Code of Federal Regulations, title 42, section 455.450.

EIDBI provider agencies and HSS providers will be categorized in the high-risk category effective June 1, 2025. All new enrollments, reenrollments and changes in ownership requests submitted on or after June 1, 2025, will be screened at the high-risk level and will be subject to an unannounced site visit and fingerprint background studies for all direct and indirect owners with 5% or more ownership. Providers who are due to be revalidated on or after June 1, 2025, will also be screened at the higher risk level as part of revalidation.

Refer to the Provider Screening Requirements section of the Minnesota Health Care Programs Provider Manual for more information about screening requirements for each risk level. (pub. 5/1/25)

Enrollment requirements for licensed behavior analysts (LBAs) and qualified supervising professionals (QSPs)

Effective Jan. 1, 2025, Early Intensive Developmental Behavioral Intervention (EIDBI) Level I providers with a BCBA or BCBA-D certification must be licensed as an LBA from the Minnesota Board of Psychology. Currently enrolled BCBA and

BCBA-D certified providers must submit the following required documentation by **April 30, 2025**, to remain in compliance and continue providing services. Minnesota Health Care Programs (MHCP) Provider Eligibility and Compliance may suspend billing or terminate providers who are out of compliance.

Additionally, effective Jan. 1, 2025, Level 1 LBA providers are eligible to provide QSP services. Individual providers and provider agencies must complete the appropriate process listed under **For licensed behavior analysts enrolling as qualified supervising professionals** heading.

For EIDBI Level I providers (BCBA or BCBA-D certification update):

- Proof of licensure submission: Submit an updated EIDBI Level I Provider Assurance Statement (DHS-7120D) and a copy of your licensure by April 30, 2025, to maintain eligibility as an EIDBI provider.

  o Failure to provide proof may impact your ability to provide EIDBI services, including billing and program continuation.
  o Submit your license promptly to avoid delays in processing.
  o Upload your documentation in the Minnesota Provider Screening and Enrollment (MPSE) portal **Credentials** page.

- **Licensure verification:** MHCP Provider Eligibility and Compliance will convert your license type after a scheduled systems update in the MPSE portal in **April 2025**.

For licensed behavior analysts enrolling as qualified supervising professionals:

Licensed behavior analysts (LBAs) acting as qualified supervising professionals (QSPs) are responsible for developing and overseeing comprehensive treatment plans and supervising EIDBI services.

LBAs who want to enroll as a QSP must complete the following process:

- **Individual EIDBI Level I providers:**

  1. Review the EIDBI Enrollment Criteria and Forms webpage to ensure you have added the proper credentials and services to your record.

  2. Complete the current EIDBI QSP Assurance Statement (DHS-7120C) (PDF) and submit proof of licensure via the Minnesota Provider Screening and Enrollment (MPSE) portal or by fax.

  3. Complete the current EIDBI Level I Provider Assurance Statement (DHS-7120D) (PDF) and submit via the MPSE portal or by fax.

     For individual providers enrolling via MPSE:

     - Follow the instructions to complete an Enrollment Record Request in the individual's portfolio.

- **Provider agencies:**
  1. Agencies adding an LBA as a QSP must submit the current EIDBI Provider Agency Assurance Statement (DHS-7120B) (PDF) and add the QSP to the Owners/Authorized Persons page in MPSE.
  2. Agencies must also ensure their LBA or QSP is affiliated with the agency.

     For agency providers enrolling via MPSE:
     - Follow the instructions to complete an Enrollment Record Request in the organization's portfolio.
     - Refer to the Organization to Individual Affiliations webpage to affiliate the LBA or QSP to your agency.
     - Submit a Global Request to add your QSP to the **Manage Owners/Authorized Persons** page with both the managing employee and qualified professional roles.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 4/22/25)

DHS has sent CFSS Steps for Success certificates for March 19-21 workshop

The Minnesota Department of Human Services (DHS) has sent providers who attended the entire Community First Services and Supports (CFSS) Steps for Success workshop on March 19-21, 2025, their certificates of completion.

DHS sent the certificates to the email address used to register for the March CFSS Steps for Success workshop. Providers who completed the entire training should have received their certificate by the end of the business day April 21, 2025.

Call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 4/22/25)

DHS offers integrated community supports training

The Minnesota Department of Human Services (DHS) will be offering a training on integrated community supports (ICS). The two-hour training will provide a comprehensive review of requirements for providers delivering ICS services and lead agencies authorizing ICS services.

Topics covered will include:
- ICS setting requirements
- Site-specific review requirements
- The home and community-based services (HCBS) settings rule and how it relates to ICS
- ICS service authorizations and rates
- Service delivery requirements

The training will be offered on Wednesday, May 21, 2025, from 10 a.m. to noon. Register for the training at ICS training registration. (pub. 4/22/25)

Some critical access dental claims reprocessed

The Minnesota Department of Human Services identified that an overpayment occurred for critical access dental claims submitted on April 1, 2025. We resolved this discrepancy and reprocessed the impacted claims. The corrected payments appeared on the April 22, 2025, warrant. (pub. 4/22/25)

Minnesota Health Care Programs (MHCP) changes to dental (CDT) codes for dental implant coding, change aligns with best practices

MHCP is changing from medical (CPT) codes to dental (CDT) codes for how dental implants are coded for reimbursement effective Jan. 1, 2025.

We made this decision to align MHCP policies with current best practices and recommendations from the Centers for Medicare & Medicaid Services. All dental implants must be medically necessary and the least expensive treatment option. Implants require prior authorization always, including the restorative treatment plan.

Providers do not need to take any action at this time. (pub. 4/17/25)

Mental Health Codes and Rates Grid corrected to show current IRTS and RCS room and board rates

The Intensive Residential Treatment Services (IRTS) and Adult Residential Crisis Stabilization (RCS) room and board rates were incorrectly listed on the Mental Health Codes and Rates Grid, dated March 1, 2025.

Minnesota Health Care Programs corrected the grid to reflect the current IRTS and Adult RCS room and board rates of $55.72. Review the corrected Mental Health Codes and Rates Grid.

We have paid and are currently paying the IRTS and Adult RCS room and board rates at the correct rates. There is no known impact on claims. We will continue to monitor claims to ensure they are paid correctly. (pub. 4/16/25)

Revised: Nonemergency Medical Transportation (NEMT) Services program reviews to be conducted in 2025

We have revised this message to correct the MNNEMT@mslc.com email address. The Minnesota Department of Human Services (DHS) has contracted with Myers and Stauffer LC to review NEMT provider claims for compliance with state and federal requirements. DHS and Myers and Stauffer LC will conduct provider outreach throughout 2025 with the goal of reviewing NEMT programs in 2025.

Providers do not need to take any action at this time. We will contact you directly if you are selected for review.

Refer to the Minnesota Department of Human Services portal hosted by Myers and Stauffer LC or contact Myers and Stauffer LC at 844-987-0492 or MNNEMT@mslc.com for more information. (pub. 4/15/25, rev. 4/17/25)

Surgical dressings section of the Minnesota Health Care Programs (MHCP) Provider Manual published, modifier requirements updated

MHCP has published a surgical dressings section of the MHCP Provider Manual. Surgical dressings are used to treat wounds, lesions, ulcers, or other medical conditions requiring dressings.

Refer to the Surgical Dressings section of the MHCP Provider Manual for specific coverage criteria.

Effective May 1, 2025, MHCP requires providers to use modifiers A1 to A9 to indicate the number of wounds, lesions, or ulcers on which a dressing is being used. Bill the total number of units for a particular HCPCS code with the appropriate A modifier. The Medical Supply Coverage Guide (PDF) has been updated to clarify that the quantity limits listed are per wound, lesion, or ulcer, and the monthly quantity limit, if applicable.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 4/11/25)

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:
- Child and Teens Checkups
- Community Mental Health Workers
- Consultation Services
- Dental Services
- Doula
- Early Intensive Developmental and Behavioral Intervention
- Federally Qualified Health Centers and Rural Health Clinics
- Financial Management Services
- Home Care
- Housing Stabilization Services
- Housing Support Supplemental Services

- Individualized Education Program Services
- Mental Health
- Nursing Facilities
- Personal Care Assistance/Community First Services and Supports agencies
- Psychiatric Residential Treatment Facilities
- Recuperative Care
- Substance Use Disorder
- Waiver and Alternative Care

(pub. 12/31/24) (rev. 3/3/25)

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. The following new videos are available:
- Request for More Information (RFMI) – This video shows a provider how to find an RFMI in their MN–ITS mailbox and in the Minnesota Provider Screening and Enrollment (MPSE) portal.
- Managing Electronic Funds Transfer in the Minnesota Provider Screening and Enrollment Portal – This video shows a provider how to set up electronic funds transfer in the MPSE portal.

(pub. 2/11/25)

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.