



## 2014 Rate Change Resources and Contacts

### Frequently asked questions

DHS will develop a frequently asked questions document to address questions and answers for the 2014 provider rate increase. Check periodically to see if the document is available. In the meantime, the following resources and contacts are available.

### Further questions

To make sure that questions are referred to the correct people, DHS has arranged for several means of communication. A standard mail address, an e-mail box and various telephone numbers for rate adjustment questions are available.

### Standard mail

For anyone with any questions about the rate adjustments, mail letters to the following address. Be sure to include "2014 Continuing Care Rate Changes" in the address.

Minnesota Department of Human Services  
2014 Continuing Care Rate Changes  
PO Box 64967  
St. Paul, MN 55164-0967

### E-mail

E-mail questions to [dhs.ccarates@state.mn.us](mailto:dhs.ccarates@state.mn.us). Questions are referred to the person who can best provide an answer. Recurring questions and answers will be added to the frequently asked questions Web page.

### Telephone numbers

Most of the telephone numbers listed are voice numbers. TDD users can call the Minnesota Relay at 711 or (800) 627-3529. For the Speech-to-Speech Relay, call (877) 627-3848.

*For counties*, the DHS Resource Center provides technical assistance for the Medicaid Management Information System (MMIS). Send MMIS-related questions or emails to [DHS.ResourceCenter@state.mn.us](mailto:DHS.ResourceCenter@state.mn.us). Review the [Disability Services Division Resource Center](#) guide to decide if they can answer your question.

*For employees*, contact the DHS hotline for concerns about the compensation-related requirements. Contact the DHS hotline at (651) 431-4878 or toll-free at (866) 901-7686. Review the [Frequently Asked Questions](#) to see if your question was answered.

*For tribal agencies* that opt to participate in the rate adjustment, contact Kathleen Vanderwall from DHS at (651) 431-2186 or at [Kathleen.Vanderwall@state.mn.us](mailto:Kathleen.Vanderwall@state.mn.us).

*For providers*, the DHS MHCP Provider Call Center is prepared to answer basic questions, and to route other questions to the appropriate person. The call center can be reached at (651) 431-2700 or toll-free at (800) 366-5411.

For questions or more information regarding *vendor rate adjustments from managed care organizations*, contact the managed care organization at the number listed below.

Blue Plus	(651) 662-5200 or (800) 262-0820
HealthPartners	(952) 883-7699 or (888) 663-6464
Itasca Medical Care	(218) 327-6118
Medica	(800) 458-5512
Metropolitan Health Plan	(800) 647-0550
PrimeWest Health	(866) 431-0802
South Country Health Alliance	(866) 722-7770
UCare	(612) 676-3300 or (888) 531-1493