

April 8-21, 2025

## Systems announcements

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

## Important reminders

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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

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

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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

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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)

### DHS requests public comments on the CADI waiver application

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The Minnesota Department of Human Services (DHS) requests comments on proposed policy changes for the [Community Access for Disability Inclusion \(CADI\) Waiver Application \(PDF\)](#) before submitting it to the Centers for Medicare & Medicaid Services (CMS) for approval. Email comments to [DSD.PublicComments@state.mn.us](mailto:DSD.PublicComments@state.mn.us) no later than **4 p.m., Friday, May 16, 2025**.

We also will accept comments by mail. Mail written comments to:

ATTN: CADI Waiver Comments  
Minnesota Department of Human Services  
Disability Services Division  
P.O. Box 64967  
St. Paul, MN 55164-0967

Review the [DHS requests public comments on CADI Waiver application](#) in the Disability Services Division eList announcement for more information. (pub. 4/16/2025)

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

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We have revised this message to correct the [MNNEMT@mslc.com](mailto: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](mailto: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

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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)

## Home Care Nursing Agency grant opportunity

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The Minnesota Department of Human Services (DHS) has posted an [eList Announcement](#) and is accepting applications from licensed home care nursing agencies to develop a pilot program that addresses hospitalization and discharge delays for medically complex pediatric patients.

Through the implementation of the Pediatric Hospital to Home pilot program, DHS will collect data to better understand the challenges associated with delayed discharge for children who are medically complex.

### Application details

Use the following information to apply:

**Deadline:** 4 p.m. on April 18, 2025.

**Application:** To apply, refer to [DHS is seeking to develop and implement a Pediatric Hospital to Home pilot program](#).

**Number of grantees:** One.

**Amount:** Up to \$1,040,000, through June 30, 2027.

For any questions on this provider news message, contact [jessica.vikander@state.mn.us](mailto:jessica.vikander@state.mn.us). (pub. 4/10/25)

## Update on Dental

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In 2021, the Minnesota Legislature established a utilization benchmark for managed care organizations (MCOs) and county-based purchasing plans that contract with the Minnesota Department of Human Services (DHS) to administer the dental benefit in Medical Assistance (MA) ([Minnesota Statutes, 256B.0371](#)). The benchmark is 55 percent utilization in the aggregate (all plans) for calendar year 2024. The legislation requires DHS to contract with a single dental benefit administrator (DBA) for Minnesota Health Care Programs (MHCP) on Jan. 1, 2026, if the benchmark is unmet.

In order to meet the potential January 2026 deadline, some initial planning work is required. As a result, we issued a request for proposal to plan a potential transition to a single DBA. We completed the review process and selected Delta Dental of Minnesota as the DBA.

If the 55 percent benchmark is met, the single DBA will not move forward. If the benchmark is not met, the single dental administrator would go into effect Jan. 1, 2026. This would apply to all MHCP members, which includes members with coverage from MA, MHCP fee-for-service, managed care, Program HH, MinnesotaCare or county-based purchasing.

Providers do not need to take any action at this time.

We will provide updates and instructions throughout the coming months. (pub. 4/3/25)

## **Critical access mental health claims reprocessing**

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Minnesota Health Care Programs has updated its system and will reprocess critical access mental health claims for dates of service between Jan. 1, 2025, and Jan. 14, 2025. Impacted claims will be adjusted according to the “Legislative update: Critical access mental health rate add-on elimination schedule” message posted on the [Provider news and updates \(PDF\)](#) webpage Jan. 10, 2025.

You do not need to take further action while we reprocess claims. The reprocessed claims will appear on the April 11, 2025, remittance advice. (pub. 4/3/25)

## **Behavioral Health Homes (BHH) claims reprocessing update**

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Minnesota Health Care Programs (MHCP) has started reprocessing claims according to the Behavioral Health Homes (BHH) claims reprocessing [provider news message](#) that we published March 6, 2025.

You do not need to take further action. Reprocessed claims will appear on your March 25, 2025, and April 11, 2025, remittance advices.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 4/3/25)

## **Register for MPSE training for PCA revalidation and transition to CFSS**

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In April, there are two training sessions available for personal care assistance (PCA) providers on how to revalidate using the Minnesota Provider Screening and Enrollment (MPSE) portal. These trainings are for PCA providers who have received their revalidation notice from Minnesota Health Care programs (MHCP) and wish to add Community First Services and Supports (CFSS) to their enrollment record. The trainings explain revalidation requirements and offer a live demonstration in MPSE. The trainings are scheduled for the following dates:

- Monday, April 7, 2025, from 10 a.m. to 1 p.m. – Register for [April 7 Revalidation and Transition Training](#)
- Tuesday, April 22, 2025, from 1 to 4 p.m. – Register for [April 22 Revalidation and Transition Training](#)

You can register for future trainings in 2025 on this topic on the [MPSE portal training](#) website. Contact the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 with any questions. (pub. 4/2/25)

## **CFSS weekly Q & A sessions and provider agency office hours combine in April**

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We have revised this message to announce the Community First Services and Supports (CFSS) weekly questions and answers sessions held Thursdays from 11 a.m. to noon have ended. Starting **April 8, 2025**, the CFSS weekly Q&A sessions will combine with the CFSS provider agency office hours being held biweekly on **Tuesdays from 11 a.m. to noon**.

The newly combined office hours will be jointly hosted by CFSS policy and provider enrollment staff, who will answer questions about the PCA to CFSS transition and other policy questions as well as questions about CFSS provider enrollment.

Upcoming CFSS provider agency office hours will be held on the following dates:

- Tuesday, April 8, 2025
- Tuesday, April 22, 2025
- Tuesday, May 6, 2025

- Tuesday, May 20, 2025

To register, click [CFSS Provider Agency Office Hours registration](#). (pub. 3/6/25, rev. 4/2/25)

## Important changes to HealthPartners SNBC health plan beginning April 1, 2025

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HealthPartners will no longer be a health plan option for Special Needs BasicCare (SNBC) members beginning April 1, 2025.

Approximately 4,300 HealthPartners SNBC members in the counties of Anoka, Benton, Carver, Chisago, Dakota, Ramsey, Scott, Sherburne, Stearns, Washington and Wright will be moved to and will access their health care services through Medical Assistance fee-for-service beginning April 1, 2025. Many of these members have existing authorizations through HealthPartners, and Minnesota Department of Human Services (DHS) will honor most of these existing authorizations.

DHS asks providers to help members transitioning from HealthPartners by submitting authorization requests to DHS's authorization agents so these members may continue receiving services.

### What do providers need to do for transition to fee-for-service?

Members who have approved authorizations with HealthPartners for services on or after April 1, 2025, will need new authorizations from Minnesota Health Care Programs (MHCP).

If you are currently an MHCP-enrolled provider, submit authorization requests to our authorization agents, Acentra Health for medical or dental or Prime Therapeutics for physician administered drugs. If the services were authorized by HealthPartners, include a copy of the approval notice. Refer to the MHCP Provider Manual sections for [Authorization](#) or [Drug Authorization](#) process and documentation requirements for services that were not authorized by HealthPartners.

If you are an MCO In-Network only provider and want to continue to provide service to your member, you will first need to [Enroll with MHCP](#). Once you are approved and enrolled with MHCP, you should submit an authorization request.

### Additional Reference

SNBC HealthPartners members received letters from DHS in March 2025 informing them of their new coverage. Refer to the [Important Notice for HealthPartners Inspire Special Needs BasicCare \(SNBC\) Members \(PDF\)](#) to review the letter. (pub. 4/1/25)

## Consultation providers: check MN-ITS mailbox for claims memo

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Minnesota Health Care Programs (MHCP) sent a memo and spreadsheet to some consultation services providers on March 28, 2025, about claims submissions. Providers will find the memo and spreadsheet in their **PRVLTR** folder in their MN-ITS mailbox. The memo will provide further information and instructions.

You do not need to take any action if you did not receive a memo.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have any questions about this message. (pub. 3/28/25)

## PCA and CFSS tiered rates and wage floors claims update

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Minnesota Department of Human Services (DHS) updated its claims system to pay for personal care assistance (PCA) and Community First Services and Supports (CFSS) agency model services at the tiered reimbursement rates. We recently advised PCA and CFSS providers that these updates were effective on March 12, 2025. We later discovered an additional programming change was necessary for the tiered rates to pay correctly. This programming change will be completed within the current billing cycle. PCA and CFSS provider agencies will begin to see claims reflecting the tiered reimbursement rates on their April 8, 2025, remittance advice.

DHS will automatically reprocess PCA and CFSS agency model claims starting with dates of service Jan. 1, 2025, after the programming is complete. Providers will see the reprocessed claims for services provided by workers in tiers L1 – L4 on their April 22, 2025, remittance advice. PCA and CFSS agency providers will receive the appropriate reimbursement based on the worker's tier with the retroactive claims reprocessing.

DHS will send PCA and CFSS provider agencies and workers a notification letter when an affiliated worker changes tiers. We will mail letters to workers via the U.S. Postal Service and send letters electronically to the affiliated provider agencies' MN-ITS mailboxes. We mailed the first iteration of these letters to both workers and their affiliated provider agencies via the U.S. Postal Service, but we will not mail letters to affiliated provider agencies via the U.S. Postal Service in the future. We will send them to affiliated provider agencies' MN-ITS mailboxes.

Refer to the Update Tiered Wage memo we sent to PCA and CFSS providers' MN-ITS PRVLTR folder March 21, 2025, for more information about the wage floor requirements for PCA Choice and the CFSS budget model. Refer to the [PCA and CFSS tiered rates and wage floors](#) webpage for more information about the tiered reimbursement rates. (pub. 3/27/25)

## Upper limb prosthetics coverage criteria and authorization updates

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Minnesota Health Care Programs (MHCP) added coverage criteria and updated authorization requirements for upper limb prosthetics effective April 1, 2025.

MHCP covers passive, body-powered, and myoelectric devices for eligible Medical Assistance and MinnesotaCare members. Refer to the [Orthotics and Prosthetics](#) section of the MHCP Provider Manual for more detailed policy information.

MHCP is changing prior authorization requirements for several upper limb prosthetics (HPCPS) **from** sometimes to always required. Authorization is now required for these HPCPS:

- Wrist disarticulation, molded socket, flexible elbow hinges, triceps pad (L6050)
- Wrist disarticulation, molded socket with expandable interface, flexible elbow hinges, triceps pad (L6055)
- Elbow disarticulation, molded socket, outside locking hinge, forearm (L6200)
- Shoulder disarticulation, passive restoration (shoulder cap only) (L6320)
- Interscapular thoracic, passive restoration (shoulder cap only) (L6370)
- Below elbow, molded socket, endoskeletal system, including soft prosthetic tissue shaping (L6400)
- Elbow disarticulation, molded socket, endoskeletal system, including soft prosthetic tissue shaping (L6450)
- Above elbow, molded socket, endoskeletal system, including soft prosthetic tissue shaping (L6500)
- Interscapular thoracic, molded socket, endoskeletal system, including soft prosthetic tissue shaping (L6570)
- Microprocessor control feature, addition to upper limb prosthetic terminal device (L6882)
- Replacement sockets for upper limbs (L6883-L6885)
- Electronic wrist rotator, any type (L7259)

Authorization is required for these HPCPS ranges:

- Replacement sockets for upper limbs (L6883-L6885)
- Disarticulation prosthetics for wrists (L6050, L6055), elbows (L6200, L6205), and shoulders (L6300-L6320)
- Interscapular thoracic prosthetics (L6350, L6360, L6370)
- Molded socket endoskeletal systems (L6400-L6570)
- Certain terminal devices and additions (L6715, L6880, L6882)
- External power upper limb prosthetics (L6920-L6975)
- Electronic elbow additions (L7170-L7259)

Review the [Medical Supply Coverage Guide \(PDF\)](#) for information related to authorization requirements and quantity limits.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub 3/25/25)

## Mode 3 transportation claims denying for mileage procedure code S0215

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Minnesota Health Care Programs (MHCP) has identified a system issue affecting claims for mode 3 transportation submitted by county and tribal agencies and transportation brokers. This issue specifically impacts claims with mileage procedure code S0215.

In a correction to the Provider News posted on January 24, 2025, we clarify that this issue affects only mode 3 transportation claims, not mode 4. Providers should continue billing mode 3 transportation as usual, using procedure code A0100 combined with S0215. Note that while the mileage line (S0215) will deny, the base rate line (A0100) will still be paid.



We are actively working to resolve this issue. Once corrected, we will reprocess the affected claims and publish an updated Provider News announcement confirming the date we have reprocessed the denied mileage lines on affected claims. (pub. 3/17/25)

## Additional steps for licensed behavior analysts enrolling as QSPs

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This is a follow-up to the Feb. 14, 2025, Provider News regarding the enrollment of licensed behavior analysts (LBAs) as qualified supervising professionals (QSPs) for Early Intensive Developmental and Behavioral Intervention (EIDBI) services.

LBAs serving as QSPs are responsible for developing and monitoring comprehensive treatment plans, supervising applied behavior analysis services, and ensuring high-quality, individualized care for individuals receiving EIDBI services.

### Next Steps for LBA Providers Enrolling as QSPs:

- Review the Level I, II and III EIDBI Providers section of the [EIDBI Enrollment Criteria and Forms](#) page for information on which credentials and services are required to be added to individual records.
- Complete the [EIDBI Qualified Supervising Professionals Assurance Statement \(DHS-7120C\) \(PDF\)](#) and submit proof of licensure using MPSE or fax.
  - Organizations submitting licensure on behalf of an individual provider in MPSE will use the [Organization to Individual Affiliations](#) guide.
  - Individual providers submitting licensure in MPSE will use the [Enrollment Record Request](#) guide.
- Agencies affiliating an LBA as a QSP must also complete and submit the [EIDBI Provider Agency Assurance Statement \(DHS-7120B\) \(PDF\)](#) to Minnesota Health Care Programs and add the QSP as a managing employee for the EIDBI enrollment record.
  - To submit the DHS-7120B using MPSE, follow the instructions to complete an [Enrollment Record Request](#) in the organization's portfolio. When completing the enrollment record request, organizations can add the QSP to the **Owners and Authorized Persons** page with the **Managing Employee** role type.
- Refer to the [QSP qualifications, roles, and responsibilities](#) section of the EIDBI policy manual. (pub. 3/14/25)

## Rate updates and resubmission of residential claims for SUD treatment services

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Minnesota rates for substance use disorder (SUD) treatment services have changed due to approval of state plan amendments. State plan amendment changes included:

- Minnesota has adopted the 1115 SUD waiver base rates to be used for SUD treatment services where applicable. This change allows services provided to Behavioral Health Fund recipients (major program OO) to be paid at the same rate as Medical Assistance (MA) recipients.
  - New residential base rates ([State Plan Amendment effective July 1, 2024](#))
  - New nonresidential/outpatient rates ([State Plan Amendment effective Jan. 1, 2025](#))
- Residential services received a 3% rate increase ([State Plan Amendment effective Jan. 1, 2025](#))

### Resubmit claims for residential treatment services for members in major program OO Behavioral Health Fund

Residential services providers must resubmit claims for major program OO for dates of service July 1, 2024 through Feb. 28, 2025, using the current value 24 code from [Residential Value Codes for Billing Direct Access](#) table to be reimbursed at the higher rate.

### Nonresidential/outpatient services

DHS has already reprocessed nonresidential claims with dates of service beginning Jan. 1, 2025. The reprocessed claims will show up on your Remittance Advice for March 14, 2025.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have any questions about this message. Email questions about state plan amendments, SUD residential and outpatient rates to [sud.direct.access.dhs@state.mn.us](mailto:sud.direct.access.dhs@state.mn.us) (pub. 3/13/25)

## Rate adjustments for certain mental health services

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The Minnesota Legislature has approved rate adjustments for certain mental health services. The following changes are:

- **Effective Feb. 1, 2025:** The mental health service rates set by the resource-based relative value scale (RBRVS) are equal to 83 percent of the Medicare Physician Fee Schedule. Refer to the Mental Health Codes and

Maximum Adjusted Fee For Service Rate by Date of Rate Change table from the [Mental Health Codes, Maximum FFS Rates, and Eligible Providers](#) webpage for more information.

- **Effective Jan. 1, 2025:** Annual adjustments from the midpoint of the rate year, utilizing the Centers for Medicare and Medicaid Services Medicare Economic Index, as forecasted in the fourth quarter of the prior calendar year. Refer to the Notes column in the Mental Health Codes and Maximum Adjusted Fee For Service Rate by Date of Rate Change table, where sections are marked with **D**, from the [Mental Health Codes, Maximum FFS Rates, and Eligible Providers](#) webpage for more information.

We will reprocess claims and you do not need to take any further action.

Refer to the following headings in the [Payment Methodology – Non-Hospital](#) section of the Minnesota Health Care Programs (MHCP) Provider Manual for more details.

- Legislative Changes Related to Rates
- Mental Health

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 3/10/25)

## New online form for Local County or Tribal Agency Monthly Transportation Report

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The Minnesota Department of Human Services has a new online form for the Local County or Tribal Agency Monthly Transportation Report (DHS-8214). Lead agency providers should know the following:

- **New link now available:** Use [Local County or Tribal Agency Monthly Transportation Report \(DHS-8214\)](#) to submit information.
- **Updating of records and bookmarks is critical:** Providers should update records and bookmarks with the new link. The previous online form link will be unavailable soon.

Email [transportation.DHS@state.mn.us](mailto:transportation.DHS@state.mn.us) with questions about this message. (pub. 3/10/25)

## Frequently asked questions resource for mental health in special education (MH-SPED) now available

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The Minnesota Department of Human Services (DHS) now has a frequently asked questions (FAQs) resource for MH-SPED available on the [School Mental Health Services](#) webpage.

The [FAQs resource](#) answers questions about services and providers; billing and Medical Assistance; documentation; treatment supervision; and includes additional resources for MH-SPED. MH-SPED refers to mental health services provided through an Individualized Education Program or Individualized Family Service Plan. These services, as detailed in the Minnesota Health Care Programs Provider Manual, are specific assessments and interventions provided when determined to be medically necessary by qualified professionals in an educational setting.

The Minnesota Department of Education and DHS will hold their next virtual [Office Hours](#) from 3 to 4 p.m. on Monday, March 10. Office hours are held the second Monday of each month via Webex and are intended for any school staff throughout Minnesota to receive guidance in navigating new and existing behavioral health opportunities. (pub. 3/7/25)

## Behavioral Health Homes (BHH) claims reprocessing

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Minnesota Health Care Programs (MHCP) has identified an internal duplicate fee-for-service payment error of the 3 percent increase for BHH services (refer to [Minnesota Statutes, 256B.761 \(e\)](#)) backdated to date of service Jan. 1, 2024, and will take back payments we paid in error.

Correct payments will appear starting with your March 14, 2025, remittance advice (RA). We will continue to reprocess claims, and any takeback amounts will be shown on future RAs. You do not need to take any further action. We will post a follow-up message after the reprocessing is complete. (pub. 3/6/25)

## Upcoming EVV HHAeXchange software redesign

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All providers required to complete electronic visit verification (EVV) with an HHAeXchange portal will transition to redesigned software in March. This update is designed to improve your experience, streamline workflows, and enhance overall system functionality without disrupting services.

Beginning March 3, 2025, provider portals began migrating to the redesigned HHAeXchange software. **No action is required from you.** The transition will occur automatically, and HHAeXchange will handle all necessary updates.

HHAeXchange is sending emails to providers from [customerexperience@hhaexchange.com](mailto:customerexperience@hhaexchange.com) in the coming weeks announcing the redesigned system. The email includes helpful resources to support a smooth transition. Contact HHAX using the [HHAX Client Support Portal](#) if you have questions about the redesign. (3/6/25)

## Lower limb prosthetics authorization requirement update

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Minnesota Health Care Programs (MHCP) is changing the prior authorization requirements for the following lower limb prosthetics (HCPCS) **from** “always required” **to** “sometimes required” effective March 1, 2025:

- Partial foot prosthetics (L5000, L5010, L5020)
- Ankle prosthetics (L5050, L5060)
- Below knee prosthetics (L5100, L5105)
- Above knee prosthetics (L5200 to L5230)
- Below knee, molded socket, shin, solid ankle cushion heel (SACH) foot, endoskeletal system (L5301)
- Above knee, molded socket, open end, SACH foot, endoskeletal system, single axis knee (L5321)
- Test socket prosthetics additions (L5618 to L5628)
- Various prosthetic sockets (L5629 to L5653)
- Socket inserts L5654 to L5699 (L5654 to L5699)
- Protective covers (L5704 to L5707)
- Exoskeletal knee-shin system additions (L5710 to L5780)
- Vacuum pumps (L5781 to L5783)
- Exoskeletal prosthetic additions (L5785 to L5795)
- Most endoskeletal knee or hip system additions (L5810 to L5855, L5910 to L5926, L5940 to L5960, L5962 to L5966)
- Most ankle and/or foot prosthetic additions (L5968, L5970 to L5972, L5974 to L5986, L5988, L5990)

Authorization will be required if these codes are recreational devices or exceed MHCP quantity limits. These codes allow one per device, except test sockets (L5618 to L5628) and socket inserts (L5654 to L5699), which allow two per device. Use modifier U1 for bathing devices and modifier U2 for recreational devices. Authorization is not required for member's initial devices for everyday use or for bathing or showering. Bathing devices only require authorization if they are the member's third device. Recreational devices, regardless of the individual HCPCS code, always require authorization. Subsequent new devices for any purpose require authorization.

Refer to the [Orthotics and Prosthetics](#) section of the MHCP Provider Manual for more information. Refer to the [Medical Supply Coverage Guide](#) for authorization requirements and quantity limits. Use the [MHCP Provider Resource Center Contact Request](#) or call 651-431-2700 or 800-366-5411 if you have questions about this update. (pub. 3/6/25)

## Minnesota Health Care Programs (MHCP) offers recuperative care resources and MN–ITS training

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MHCP offers free resources and MN–ITS training for enrolled MHCP providers who bill for recuperative care. Providers must be enrolled as a recuperative care facility or providing recuperative care services to attend the training.

Refer to the [Recuperative Care Resource and MN–ITS Training](#) webpage for dates, time and registration information.

Call the MHCP Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 3/3/25)



## Positive Supports Rule, Minnesota Rules, 9544 training video available

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Minnesota Department of Human Services and its partners have developed a new training video about [Minnesota Rules, 9544](#), commonly known as the Positive Supports Rule or the rule on positive support strategies and restrictive interventions. The 37-minute training video is optional and is intended for all service providers licensed under [Minnesota Statutes, 245A](#), except:

- Providers licensed under [Minnesota Statutes, 245D](#), who must follow additional guidelines.
- Child care providers, who are exempt from these requirements under [Minnesota Statutes, 245.8251](#), subdivision 1 and [Minnesota Statutes, 142B.63](#).

You will find the [Minnesota Rule 9544 Training](#) video on YouTube. Email [PositiveSupports@state.mn.us](mailto:PositiveSupports@state.mn.us) if you have comments or questions about the training. (pub. 2/27/25)

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

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Due to new legislative updates and revalidations, the MHCP Provider Resource Center is experiencing high call volume. You may experience a longer wait time or you will have to call back at a different time.

You may also refer to the following webpages:

- [MHCP billing resources](#) webpage for billing resources
- [MHCP provider training](#) webpage for free training sessions for specific provider types and services

We will offer free question and answer sessions for the MPSE Portal beginning Feb. 7, 2024. Refer to the [Minnesota Provider Screening and Enrollment \(MPSE\) portal training](#) webpage for more information about the sessions. (pub. 1/29/24)

## Training

### Register for MPSE training for PCA revalidation and transition to CFSS

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In March, there are two training sessions available for personal care assistance (PCA) providers on how to revalidate using the Minnesota Provider Screening and Enrollment (MPSE) portal. These trainings are for PCA providers who have received their revalidation notice from Minnesota Health Care programs (MHCP) and wish to add Community First Services and Supports (CFSS) to their enrollment record. The trainings explain revalidation requirements and offer a live demonstration in MPSE. The next training is scheduled for Tuesday, April 22, 2025, from 1 to 4 p.m. Go to the [April 22 Revalidation Training](#) webpage to register.

You can register for future trainings in 2025 on this topic on the [MPSE portal training](#) website.

Contact the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 with any questions. (pub. 3/25/25)

### Minnesota Provider Screening and Enrollment (MPSE) portal Questions and Answers sessions

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The Minnesota Department of Human Services will be offering weekly questions and answers sessions for the [MPSE Portal](#). Questions and answers sessions take place every Wednesday from 1 to 2 p.m. These sessions are free and no registration is required.

MPSE questions and answers sessions will be held virtually using the Microsoft Teams platform, but attendees do not need to have Microsoft Teams installed. Participants can use the browser version. Find the link to join the questions and answers session on the [MPSE portal training](#) webpage.

#### Who should attend?

- Owners of MHCP-enrolled organizations.
- Individual providers who maintain their own MHCP enrollment records.
- Employees of MHCP-enrolled organizations who maintain provider enrollment records.
- Employees of MHCP-enrolled organizations who process affiliations or do credentialing.
- Employees of MHCP-enrolled organizations responsible for MHCP compliance.

- Individuals or organizations interested in becoming an MHCP provider for the first time.
- Anyone interested in learning more about the MPSE portal.

(pub. 3/18/24)

## Minnesota Health Care Programs (MHCP) on-demand video and online training updates

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MHCP offers training for providers who provide services for members enrolled in MHCP. We have updated on-demand and online training opportunities on the [MHCP provider training](#) webpage.

### On-demand videos

On-demand videos are arranged by category, including Minnesota Provider Screening and Enrollment Portal (MPSE), MN-ITS and Billing. Each video can be viewed in 10 minutes or less and provides instructions on a concept or technique.

### Online training

Online training is arranged by content for all providers or specific providers. Training is led by an instructor who will help attendees navigate the Minnesota Department of Human Services website and locate and use MHCP provider information and other related webpages or internet-based applications such as MN-ITS. All instructor-led training is online only. (pub. 11/22/22)

## Free online Resources and MN-ITS training available

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Minnesota Health Care Programs (MHCP) offers free online training for MHCP-enrolled providers. Go to the [MHCP provider training](#) webpage to review the list of available training. 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

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Minnesota Health Care Programs (MHCP) is offering free online Provider Basics Resources and MN-ITS training to all enrolled MHCP providers who bill fee-for-services claims. This training is being offered monthly beginning Mar. 10, 2021.

You will learn how to navigate the MHCP provider webpages and the MHCP provider manual, and how to use MN-ITS administration, mailbox and eligibility requests (270/271) features. Go to the [Provider Basics](#) webpage to register for this training.

Claim training is not provided in this training. Refer to the [MHCP provider training](#) webpage to register for provider-specific claim training. (pub. 2/11/21)

## On-demand training videos

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Minnesota Health Care Programs (MHCP) offers free on-demand training videos arranged by category on the [MHCP provider training](#) webpage. Each video can be viewed in about 10 minutes and provides instructions on a concept or technique. 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

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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

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- [Provider news and updates archive](#)
- [MHCP provider policies and procedures](#)
- [Latest Manual Revisions](#)
- [Grants and requests for proposals](#)

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this information.