

June 3 - 16, 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

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IEP resources and MN-ITS training session scheduled for July 16

Minnesota Health Care Programs will host an additional training session on Wednesday, July 16, 2025, because of the unexpected technical issues experienced during the June 11, 2025, session.

Visit the [IEP Resources and MN-ITS Training](#) webpage for more information and to register for the training. (pub. 6/17/25)

## Certain Certified Community Behavioral Health Clinic (CCBHC) claims reprocessed

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Minnesota Health Care Programs (MHCP) recently made system updates to enhance the processing of certain Certified Community Behavioral Health Clinic (CCBHC) claims.

Mental health claims submitted by CCBHC Federal Demonstration providers incorrectly processed with a 3% mental health rate add on.

We have completed a claim adjustment to correct the impacted claims with dates of services Jan. 1, 2024, through June 6, 2025. The reprocessing was finalized on June 6, 2025, and the corrected claims are expected to appear on your June 17, 2025, remittance advice.

You do not need to take any further action. (pub. 6/16/25)

## Revised: Mental health services claims reprocessing to incorporate Medicare Economic Index (MEI) update

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We have revised this message to explain reprocessed claims may appear on the June 17 or July 1 remittance advice. Minnesota Health Care Programs has begun reprocessing certain mental health service claims to incorporate a 3.27% inflationary adjustment to 2025 reimbursement rates.

The adjustment is based on the MEI and reflects the change in MEI from the midpoint of the previous rate year (2024) to the midpoint of the current rate year (2025). We used the MEI forecast published in the fourth quarter of calendar year 2024 by the Centers for Medicare & Medicaid Services. Minnesota uses MEI to account for changes in the cost of providing services, such as wages, benefits, and overhead.

Impacted claims will be adjusted according to the Rate adjustments for certain mental health services message posted March 10, 2025, on the [Provider news and updates \(PDF\)](#).

We will reprocess claims submitted with dates of services Jan. 1, 2025, through June 3, 2025. You do not need to take further action while we reprocess claims. The reprocessed claims will appear on your June 17, 2025, or July 1, 2025, remittance advice. (pub. 6/12/25, rev. 6/16/25)

## **Resubmit claims for individual direct support worker (DSW) records marked as inactive**

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Providers who submitted Personal Care Assistance and Community First Services and Supports claims and received MN–ITS claim status code 132 and remittance advice (RA) remark code N290 on their June 3 or June 17 RA need to resubmit their denied or replace partially paid claims. We changed inactive DSW enrollment records to active on June 4, 2025.

If you have resubmitted claims on or after June 4, 2025, and are still experiencing denied claims with these claim status and remark codes, call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411. (pub. 6/6/25)

## **PCA and CFSS cost reporting demonstration and Q&A webinars offered**

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The Minnesota Department of Human Services' (DHS) Community First Services and Supports (CFSS) Cost Reporting Team will host demonstration and question and answer (Q&A) webinars about cost reporting for personal care assistance (PCA) and CFSS agency providers. The team will explain what cost reporting is, demonstrate how to use the system and answer attendees' questions.

Webinars will be held from 10 - 11:30 a.m. on the following dates:

- June 11, 2025
- July 9, 2025
- Aug. 6, 2025

Review the Disability Services Division's [Webinar announcement](#) for more information. Register to attend the webinars at [PCA and CFSS Cost Reporting Demonstration and Q&A](#).

The Minnesota Legislature directed DHS to develop a provider cost reporting process for agencies that provide agency model PCA or CFSS services ([Minnesota Statutes, 256B.851](#), subdivision 8).

All agencies that provide agency model PCA or CFSS services must submit a completed cost report by the deadline established by DHS. DHS may stop paying you for services you provide if you fail to complete the cost report. Refer to the [CFSS cost reporting](#) webpage for more information and timelines about when your agency will be selected to complete cost reporting.

Email questions about CFSS cost reporting to [dhs.costreport@state.mn.us](mailto:dhs.costreport@state.mn.us). (pub. 6/5/25)

## **Individual direct support worker (DSW) records marked as inactive**

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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

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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

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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

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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

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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

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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)

## 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

### 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. (pub. 6/3/25)

## 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.