

November 18- December 1, 2025

## Pre-payment review

The Minnesota Department of Human Services has created a [frequently asked questions](#) webpage about the new pre-payment review process that [Governor Walz announced on Oct. 29, 2025](#). Please refer to the FAQ page for the most current information about pre-payment review.

## Important reminders

### Governor Walz announces new claims pre-payment review process

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In a coordinated effort to reduce fraud, waste and abuse in Minnesota's Medicaid program, Governor Tim Walz announced on Oct. 29 a new process for Minnesota Department of Human Services (DHS) to review claims for certain Medicaid benefits and services before they are paid. Read the news release on the governor's office [Press Releases](#) webpage.

This new "pre-payment review" process will be overseen by a third-party vendor, Optum. For 14 specific services that have been identified as high risk, Optum will verify that billed services were necessary, correctly documented and provided before DHS makes payments.

Minnesota Health Care Programs has 30 days to pay or deny clean claims (without attachments), and 90 days to pay or deny complex claims (replacement claims, Medicare crossovers, third-party liability claims, claims with information in the notes or comment fields, or claims with attachments). The DHS Commissioner has the legislative authority to suspend and perform a deeper analysis on any claims which may be potentially suspect with regard to fraud, waste or abuse. There may be payment processing delays as we roll out this new pre-payment review process. We are working with Optum on a regular interval to review any suspended claims for these 14 Medicaid services and will continue to adjudicate claims timely and efficiently without compromising needed review. **DHS is not holding all submitted claims for these 14 Medicaid services for 90 days. Some submitted claims could be suspended for up to 90 days and, of course, some of these claims may be denied.**

DHS recognizes that payment delays have impacts on providers, and we are committed to processing claims as quickly as possible and within the mandated timelines. We appreciate your patience as we initiate and refine our new pre-payment review process. Please continue to provide services to MHCP members and submit your claims as you normally would. We are implementing this new process for fee-for-service claims only.

Pre-payment review will be an ongoing and permanent new business process for DHS as fee-for-service claims come in and before provider payments go out. Importantly, this new safeguard will be tied to **services**, not **provider types**.

For reference, here are the 14 high-risk benefits and services with a link to their Provider Manual sections:

1. [Adult Companion Services](#)
2. [Adult Day Services](#)
3. [Adult Rehabilitative Mental Health Services](#)
4. [Assertive Community Treatment](#)
5. [Community First Services and Supports](#)
6. [Early Intensive Developmental and Behavioral Intervention](#)
7. [Housing Stabilization Services](#)
8. [Individualized Home Supports](#)
9. [Integrated Community Supports](#)
10. [Intensive Residential Treatment Services](#)
11. [Night Supervision Services](#)
12. [Nonemergency Medical Transportation Services](#)
13. [Recovery Peer Support](#)

## 14. [Recuperative Care](#)

Continue to submit claims for these services based on information outlined in our MHCP Provider Manual and Community-Based Services Manual. If you have questions, contact the [Provider Resource Center](#). (pub. 10/29/25, rev. 10/31/25)

### Check your MN–ITS mailbox regularly

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We recommend providers check their MN–ITS mailbox regularly for important correspondence from Minnesota Health Care Programs (MHCP). MHCP delivers the following provider information electronically to each provider's MN–ITS mailbox account.

- Provider news and updates
- Enrollment letters
- Medical, dental and service authorization letters
- Remittance advices

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

### 2026 schedule for CFSS Steps for Success workshop

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Minnesota Health Care Programs (MHCP) has opened registration for the 2026 dates for the [Community First Services and Supports \(CFSS\) Steps for Success workshops](#). The three-day workshop sessions will be held:

- March 25-27, 2026
- June 24-26, 2026
- September 23-25, 2026
- December 2-4, 2026

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. 11/26/25)

### DHS plans meetings on EIDBI comprehensive licensing standards

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The Minnesota Department of Human Services (DHS) is offering two meetings to the public about Early Intensive Developmental and Behavioral Intervention (EIDBI) comprehensive licensing standards. DHS is updating EIDBI standards due to changes passed during the 2025 Minnesota Legislative session (Refer to [Minnesota 2025 Session Laws - 1st Special Session, Chapter 9, Article 6](#)).

We will collect feedback about comprehensive licensing standards at two virtual public sessions in December:

- Friday, Dec. 5, 2025, at 8:30 – 10:30 am. Go to the [Dec. 5 EIDBI Licensure Session](#) to register.
- Tuesday, Dec. 9, 2025, at 5:30 – 7:30 pm. Go to the [Dec. 9 EIDBI Licensure Session](#) to register.

DHS will also accept feedback on the comprehensive licensing standards via email at [eidbi.licensing.dhs@state.mn.us](mailto:eidbi.licensing.dhs@state.mn.us).

We will have a variety of opportunities to provide feedback about comprehensive standards during 2026. Sign up for EIDBI licensure [Email Updates](#) for future opportunities.

Visit the [EIDBI Licensing](#) webpage and the [EIDBI Provisional Licensure FAQs](#) webpage for more information. (pub. 11/24/25)

## Early Intensive Developmental and Behavioral Intervention (EIDBI) service coordination with homeschooled and online students update

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Effective **Jan. 1, 2026**, EIDBI providers **must not deliver or bill** for the following direct intervention services during homeschool or online (virtual) school instruction:

- 1:1 services (billing code 97153)
- Group services (billing code 97154)
- High-intensity intervention with the person (billing code 0373T).

This change ensures EIDBI services do not replace or interfere with the student's educational program and maintains clear boundaries between EIDBI and educational services.

Covered services include clinically necessary family or caregiver training (billing code 97156) during homeschool or online (virtual) instruction if the parent or caregiver is present and participates.

Refer to the [Updates to EIDBI service coordination with homeschooled students, including online school](#) DSD eList announcement for more information. (pub. 11/20/25)

## Revised: WS Audiology orders not accepted effective Nov. 12, 2025

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We revised this message to remove Widex from the list of devices that providers should not order. We also added a hyperlink to the 2025 Hearing aid contract, vendors, models, prices and codes.

Effective Nov. 12, 2025, providers should not order any new devices from WS Audiology (Signia and Rexton) because WS Audiology is not compliant with the Minnesota Health Care Programs (MHCP) contract. Previously ordered devices must be delivered by Dec. 12, 2025. Widex products are available for purchase. We updated the [2025 Hearing aid contract, vendors, models, prices and codes](#) to reflect changes. MHCP will update providers when WS Audiology orders are able to be accepted.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 11/12/25, rev. 11/19/25)

## Early Intensive Developmental and Behavioral Intervention (EIDBI) provider enrollment and qualification review updates

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The Minnesota Department of Human Services (DHS) has updated expectations and procedures for verifying EIDBI provider qualifications. The following updates are effective immediately.

- Providers must hold a qualifying degree in behavioral health, child development, or a related field from an accredited institution.
- DHS will review qualifications case-by-case and may deny or terminate enrollment if criteria are not met.
- Agencies should review staff qualifications, update enrollment records, and maintain documentation.

These changes further strengthen program integrity and comply with [Minnesota Statutes, 256B.0949](#), subdivision 15.

Refer to the [Updates to EIDBI provider enrollment and qualification review](#) DSD eList announcement for more information. (pub. 11/19/25)

## Minnesota Health Care Programs (MHCP) single dental benefit administrator for fee-for-service and managed care coverage effective Jan. 1, 2028

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The Minnesota Department of Human Services will move forward with implementing a single dental benefit administrator (DBA) for MHCP effective Jan. 1, 2028, because the aggregate utilization benchmark of 55 percent of children and adults

(who were continuously enrolled for at least 11 months in either Medical Assistance or MinnesotaCare), received at least one dental visit during coverage years 2022-2024, was not met in coverage year 2024.

DHS competitively selected Delta Dental of Minnesota as the DBA and Delta Dental of Minnesota will assume responsibility for managing dental benefits for members currently enrolled in fee-for-service and managed care beginning Jan. 1, 2028. The DBA will not administer the dental benefit for county-based purchasing plans.

Dental providers do not need to take any immediate action. We will provide further updates and detailed instructions to providers as the implementation date approaches. (pub. 11/19/25)

## Informational meeting about 2026 pharmacy cost of dispensing survey is Dec. 3

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The Minnesota Department of Human Services (DHS) will be conducting a pharmacy cost of dispensing survey in 2026. The survey results will be used to evaluate the Medicaid pharmacy reimbursement methodology.

DHS has engaged Myers and Stauffer LC, a national certified public accounting firm with extensive experience in government health care and pharmacy reimbursement issues, to perform the pharmacy cost of dispensing study.

An optional stakeholder meeting will be held via internet and telephone using Zoom Workplace on Wednesday, Dec. 3, 2025, at 2 p.m. CST. DHS and Myers and Stauffer representatives will discuss the overall goal of the survey, its scope, the timeline for completion, the role of the vendor in the survey process, solicit your feedback, and address any questions you may have on the overall process.

You can join the meeting via the internet to view presentation slides and telephone for the audio portion of the meeting.

- **Date and time:** Wednesday, Dec. 3, 2025 at 2 p.m. CST
- **Presentation slides and audio** (join on computer, mobile app or room device):  
<https://us06web.zoom.us/j/82637852949>
- **Call in (audio only):** Phone number: 312-626-6799 and Phone conference ID: 826 3785 2949

(pub. 11/19/25)

## EIDBI provisional license application checklist to be published in December

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The Minnesota Department of Human Services (DHS) plans to publish an online checklist early in December that will detail the information required for the provisional license application. The checklist will help Early Intensive Developmental and Behavioral Intervention (EIDBI) agencies prepare for the rollout of the provisional license application.

We will make the online provisional license application available soon so existing EIDBI agencies have enough time to prepare and apply for provisional licensure by May 31, 2026. Agencies who do not apply for a provisional license by May 31, 2026, will be disenrolled as a Minnesota Health Care Programs EIDBI agency. DHS will send an email to all EIDBI agencies with a link to the application when the provisional license application is available.

Visit the [EIDBI Provisional Licensure FAQ](#) webpage or email the EIDBI licensing team at [eidbi.licensing.dhs@state.mn.us](mailto:eidbi.licensing.dhs@state.mn.us) if you have questions about a provisional license. (pub. 11/18/25)

## DHS reprocessed some claims for PCA and CFSS providers

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The Minnesota Department of Human Services (DHS) has resolved a system issue that caused overpayments to providers for some **personal care assistance** (PCA) and agency model Community First Services and Supports (CFSS) claims billed with procedure code T1019. DHS announced the claim issue in a July 29, 2025, Provider News message titled, "[PCA and CFSS agency model providers to receive longer RA reports.](#)"

The affected claims had a claim adjustment reason code CO 273, indicating that the authorization had been exceeded. For claim lines with this reason code that also included an add-on amount for a tiered worker, the system incorrectly paid the add-on amount.

DHS reprocessed the affected claims on Nov. 4, 2025. PCA and CFSS providers will see any affected reprocessed claims reflected on their Nov. 21, 2025, remittance advice.

Call the [MHCP Provider Resource Center](#) with any questions about this message at 651-431-2700 or 800-366-5411. (pub. 11/10/25)

## **Women, Infants, and Children (WIC) program is still providing services**

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The Minnesota WIC program will continue to provide services for as long as possible during the federal government shutdown. This includes providing food benefits, nutrition education, breastfeeding support, and referral services. Current funding will permit Minnesota WIC to keep the program running and benefits available into early December.

Minnesota WIC participants should:

- Keep their WIC appointments
- Continue shopping with their WIC card and use their benefits
- Call their [local WIC agency](#) with questions
- Watch for updates in the [WIC mobile app](#)

Visit the Minnesota Department of Health's [WIC Program](#) webpage for updated information about WIC. Contact the Minnesota State Office for the WIC program at 651-201-4444 or 800-657-3942 if you have questions about WIC. (pub. 11/10/25).

## **FAQ webpage available for pre-payment review process**

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The Minnesota Department of Human Services has created a [frequently asked questions](#) webpage about the new pre-payment review process that [Governor Walz announced on Oct. 29, 2025](#). Please refer to the FAQ page for the most current information about pre-payment review, and submit additional questions through the email link at the bottom of the page. (pub. 11/6/25)

## **Register for physical therapy and occupational therapy Atrezzo Provider Portal training sessions**

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Minnesota Health Care Programs limits physical therapy visits to 14 per year and occupational therapy visits to 24 per year effective Jan. 1, 2026, unless authorization is obtained. You may request authorization using the Atrezzo Provider Portal. Atrezzo is offering training sessions during December and January for providers to learn how to register and use the Atrezzo Provider Portal. Refer to the [MN UM Atrezzo Implementation - Provider Portal Training Registration](#) webpage for more information and to register for training sessions. (pub. 11/4/25)

## **Temporary moratorium on enrollment of new Early Intensive Developmental and Behavioral Intervention (EIDBI) providers**

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Minnesota Department of Human Services (DHS) received approval from Centers for Medicare & Medicaid Services for a temporary moratorium on enrolling new EIDBI providers effective, Nov. 1, 2025. DHS will not enroll any new EIDBI provider agencies during this moratorium. Any new submissions received on or after Nov. 1, 2025, will be denied. EIDBI agencies enrolled before Nov. 1, 2025, may enroll new locations. The moratorium is set to end April 30, 2026, but may be extended in six-month increments if necessary. Refer to article 6 of the [Minnesota Session Laws – Chapter 9](#) webpage for more information.

Call the [Minnesota Health Care Programs Provider Resource Center](#) at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 10/31/25)

## Housing Stabilization Services program officially ends

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The federal Centers for Medicare and Medicaid Services approved a State Plan Amendment that will terminate Minnesota's HSS program. The program will end Oct. 31, 2025. Oct. 31, 2025, is the last day to provide HSS services. Refer to the [DHS press release](#) for more information and resources about the end of HSS. (pub. 10/31/25)

## MN-ITS email and phone number validation

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We recently placed a memo regarding **MN-ITS email and phone number validation** into providers' MN-ITS PRVLTR folder. We are aware some providers have issues opening the memo. Refer to the [MN-ITS email and phone number validation \(PDF\)](#) to view the memo. (pub. 10/31/25)

## Community First Services and Supports information sessions for members

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In November, the Minnesota Department of Human Services (DHS) is hosting online Community First Services and Supports (CFSS) information sessions for Minnesota Health Care Programs members who receive CFSS services. There are multiple dates for the sessions and each session will cover:

- CFSS basic information
- CFSS service delivery plans

These information sessions are targeted to enrolled members, but CFSS lead agencies and providers are welcome to attend. DHS encourages lead agencies and providers to share this link for [CFSS information sessions](#) with members who receive CFSS services. (pub. 10/30/25)

## Peer recovery support services post-payment review process begins Jan. 1, 2026

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Beginning Jan. 1, 2026, Recovery Community Organizations and Substance Use Disorder treatment programs will have peer recovery services reviewed by Acentra, the Minnesota Department of Human Services medical review agent. Refer to the [Reviews of peer recovery support documentation to begin Jan. 1, 2026](#), Behavioral Health e-Memo for more information. (pub. 10/27/25)

## MinnesotaCare eligibility for undocumented adults ends Dec. 31, 2025

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Undocumented adults will no longer be eligible for MinnesotaCare at the end of the day on Dec. 31, 2025. Kids under age 18 will remain eligible. Visit the [What if I am undocumented?](#) webpage to learn more.

Providers should verify the member's eligibility for Minnesota Health Care Programs using the secure, online MN-ITS eligibility verification transaction before providing a service (or at least once per month if billing monthly or for multiple services provided in one calendar month). (pub. 10/27/25)

## DHS requests public comments on amendments to disability waiver plans

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The Minnesota Department of Human Services (DHS) requests public comments on disability waiver plan amendments proposed for fall of 2025 before we submit them to Centers for Medicare & Medicaid Services for approval.

Submit comments to [DSD.PublicComments@state.mn.us](mailto:DSD.PublicComments@state.mn.us) by **4 p.m. Friday, Nov. 21, 2025**.

Review the [DHS requests public comments on amendments to the disability waiver plans](#) Disability Services Division eList announcement for more information. (pub. 10/24/2025)

## Revised: New emergency medicine service effective Oct. 1, 2025

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We have revised this message to state Minnesota Health Care Programs (MHCP) began covering emergency medicine service, procedure code G2213, effective Oct. 1, 2025. Procedure code G2213 is an add-on code billed with an evaluation



and management visit to report resource costs for initiating medications for opioid use disorder in the hospital emergency department setting.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 10/23/25, rev. 10/24/25)

## **Federal Reconciliation Bill (H.R.1) information and tools for partners**

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On July 4, 2025, President Trump signed the Federal Reconciliation Bill (H.R.1) into law. This new law brings changes to Medicaid, a federal health insurance program called Medical Assistance in Minnesota. All states must implement the changes in the law, which include additional requirements for eligibility.

Nothing has changed yet. The first changes won't take effect until fall 2026. This gives Minnesota Department of Human Services time to review the details, get more information from the federal government, and communicate the changes clearly to Minnesotans.

We recently published our [What the new federal budget law means for Medicaid](#) webpage with resources and information: a timeline, details about the coming changes and how they may affect the people you serve, and a partner toolkit to help communicate clearly and accurately to impacted Medical Assistance enrollees.

We will add more content as we get more guidance from the federal government, so check the webpage often. (pub. 10/21/25)

## **National provider identifier (NPI) of ordering and prescribing pharmacist soon required for lab, vaccine and pharmacy claims; individual pharmacists must enroll with Minnesota Health Care Programs**

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Minnesota Health Care Programs (MHCP) will soon require the NPI of the ordering and prescribing pharmacist to be listed on lab, vaccine and pharmacy claims when ordered or prescribed by individual pharmacists. Individual pharmacists are required to enroll with MHCP to prevent potential billing disruptions. Refer to [Pharmacy and Pharmacist Enrollment Criteria and Forms](#) in the MHCP Provider Manual for enrollment information.

Additionally, the NPI will also be required for medications ordered or prescribed by individual pharmacists using Minnesota Board of Pharmacy approved protocols, including for HIV prophylaxis and hormonal contraceptives and prescriptions for covered over-the-counter medications.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 10/21/25)

## **DHS communications for enrollees losing MinnesotaCare coverage Dec. 31, 2025**

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Minnesota Department of Human Services (DHS) created a letter, text message and new webpage with information for enrollees who will lose MinnesotaCare coverage effective the end of the day, Dec. 31, 2025. These enrollees will lose coverage because they haven't shown an immigration status. The coverage closure applies only to adults. Kids under 18 will remain eligible. Note the following timeline and link for each communication:

- Letter – We began mailing letters to affected enrollees Oct. 21, 2025.
- Text message – We will send the following message the week of Oct. 20, 2025:
- MN Dept of Human Services: MinnesotaCare eligibility for some adults ends Dec. 31, 2025. Kids under age 18 remain eligible. Visit [mn.gov/dhs/minnesotacare](https://mn.gov/dhs/minnesotacare) to learn more.
- Webpage – We published a new [What if I am undocumented?](#) webpage Oct. 21, 2025, with resources and information.

These enrollees will also receive a system-generated Closing Notice in mid-November. (pub. 10/21/25)

## Employers: start preparing for the Paid Leave program

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The Minnesota Paid Leave program will offer payments and job protections so people can take time off work to care for themselves or their loved ones beginning Jan. 1, 2026. Refer to the [Minnesota Paid Leave overview \(PDF\)](#) ([Hmoob](#) | [Español](#) | [Af-Soomaali](#)) and the [Employer resource toolkit](#) webpage to learn about the program.

Employers play an important role in Paid Leave. You will help your employees access and use the program. You can start preparing now. Refer to the [Employers: Prepare for Paid Leave today](#) webpage to get your organization ready. (pub. 10/21/25)

## MPSE portal weekly Q & A sessions to switch to daily sessions

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The Minnesota Department of Human Services (DHS) offers weekly questions and answer sessions for using the Minnesota Provider Screening and Enrollment (MPSE) portal.

The MPSE portal Q & A sessions will switch to **daily** MPSE technical assistance sessions, held from 1-1:30 p.m. starting **November 3**. The daily sessions will focus on MPSE navigation and general technical questions. The last weekly session will be held October 29, 2025.

The MPSE portal is our web-based system providers use to submit and manage their enrollment records for Minnesota Health Care Programs.

Click the button on the [MPSE portal training](#) webpage to join the sessions. (pub. 10/20/25)

## Home and Community-Based Services rate and budget increases effective Jan. 1, 2026

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The Minnesota Legislature authorized several rates and monthly budget increases effective Jan. 1, 2026, for Alternative Care, Essential Community Supports, Elderly Waiver, disability waivers, home health services, personal care assistance, and Community First Services and Supports. Find information about the service rates and budget changes, including links to resources, rate methodologies, instructions and contacts on the [Long-term services and supports rates changes](#) webpage. (pub. 10/17/25)

## Pre-enrollment risk assessment (PERA) required for recuperative care providers effective July 1, 2025

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Effective July 1, 2025, the Minnesota Department of Human Services (DHS) must complete a pre-enrollment risk assessment of any facility or provider seeking to enroll as a recuperative care services provider ([Minnesota Session Laws – 2025, 1st Special Session, Chapter 9, Article 7, Section 19](#)).

Refer to [Recuperative Care Enrollment Criteria and Forms](#) in the Minnesota Health Care Programs (MHCP) Provider Manual for more information.

For providers that have submitted an enrollment application, refer to the following for next steps:

- **Received on or after July 1, 2025: All submitted enrollment applications**  
Providers need to complete and comply with the new requirements including submitting the [Recuperative Care Provider Pre-Enrollment Risk Assessment \(DHS-8747\) \(PDF\)](#).
- **Received before July 1, 2025: Approved or completed enrollment applications (current recuperative care providers)**  
Current providers will be notified when they need to submit the Recuperative Care Provider Pre-Enrollment Risk Assessment (DHS-8747). Do not submit the PERA before we notify you.
- **Received before July 1, 2025: Incomplete enrollment applications**



Providers need to complete and comply with the new requirements including submitting the [Recuperative Care Provider Pre-Enrollment Risk Assessment \(DHS-8747\) \(PDF\)](#).

About the PERA review process:

- Allow 30 days from date of completed submission for processing your PERA.
- We may deem the potential facility or organization ineligible and deny or rescind enrollment at any time during the PERA review process.
- We will email providers (at the email address that providers include on the PERA) a letter with the approval or denial decision. You can only start the recuperative care enrollment process after you receive the PERA approval letter.
- You can appeal in writing an ineligibility decision within 30 business days of being notified of the decision. You can find more information about this process in the emailed letter that informs you of your denied PERA.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with questions about this message. (pub. 10/15/25)

## Disenrollment of inactive Minnesota Health Care Programs (MHCP) providers begins Oct. 15, 2025

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Governor Walz recently issued executive order [Empowering State Agencies to Continue Combatting Fraud \(PDF\)](#). It gives Minnesota Department of Human Services (DHS) authority to immediately disenroll MHCP providers who have not billed in the past 12 months. On Oct. 15, 2025, DHS will begin deactivating enrollment records with no claims activity in the past 12 months. We will notify providers of their disenrollment via U.S. mail starting Oct. 15. Providers who are disenrolled for this reason will need to reenroll if they begin providing services to a MHCP member.

Contact the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411 if you have questions about this message. (pub. 10/13/25)

## Housing Stabilization Services to end Oct. 31, 2025

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Minnesota Department of Human Services announced the Housing Stabilization Services (HSS) program will end Oct. 31, 2025. Refer to the [Housing Stabilization Services program to end Oct. 31](#) GovDelivery message we sent to the public Oct. 2, 2025, for more information.

DHS will notify members receiving HSS of this service end date via the U.S. Postal Service and text message. DHS will notify providers who only provide HSS that they are being terminated as enrolled Minnesota Health Care Programs providers via their MN-ITS mailbox or the U.S. Postal Service. (pub. 10/8/25)

## FAQ webpage available for Housing Stabilization Services termination

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On Friday, Aug. 1, the Minnesota Department of Human Services (DHS), on the guidance of its own DHS Office of Inspector General, [moved to terminate the Housing Stabilization Services program](#) due to large-scale fraud found by OIG's data analysis and investigatory work.

We know this news brings up many questions for HSS providers and clients, especially about the timeline for termination and whether providers can continue providing services for the time being. DHS has compiled an [Housing Stabilization Services program termination FAQ](#) webpage for HSS providers and clients that contains all of the information available at this time.

Terminating the entire HSS program is a complex action involving numerous parties, and it cannot be immediately enacted. Until then, eligible HSS providers can continue to deliver services to enrolled individuals and individuals may continue applying to the program at this time.

This is a developing situation and DHS will update the FAQs and communicate with providers as more information is received.

We are hearing that there is confusion between Housing Support and Housing Stabilization Services. It might be helpful to clarify whenever possible that these are two separate programs:

- **Housing Stabilization Services** helps a person find and keep housing.
- **Housing Support** (formerly known as Group Residential Housing or GRH) is a resource for adults with low incomes who have a disability or are 65 or older that helps eligible recipients pay for their housing costs. Counties and some tribes administer the Housing Support program for the state and are responsible for determining eligibility.

(pub. 8/12/25)

## 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. (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)

## 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.