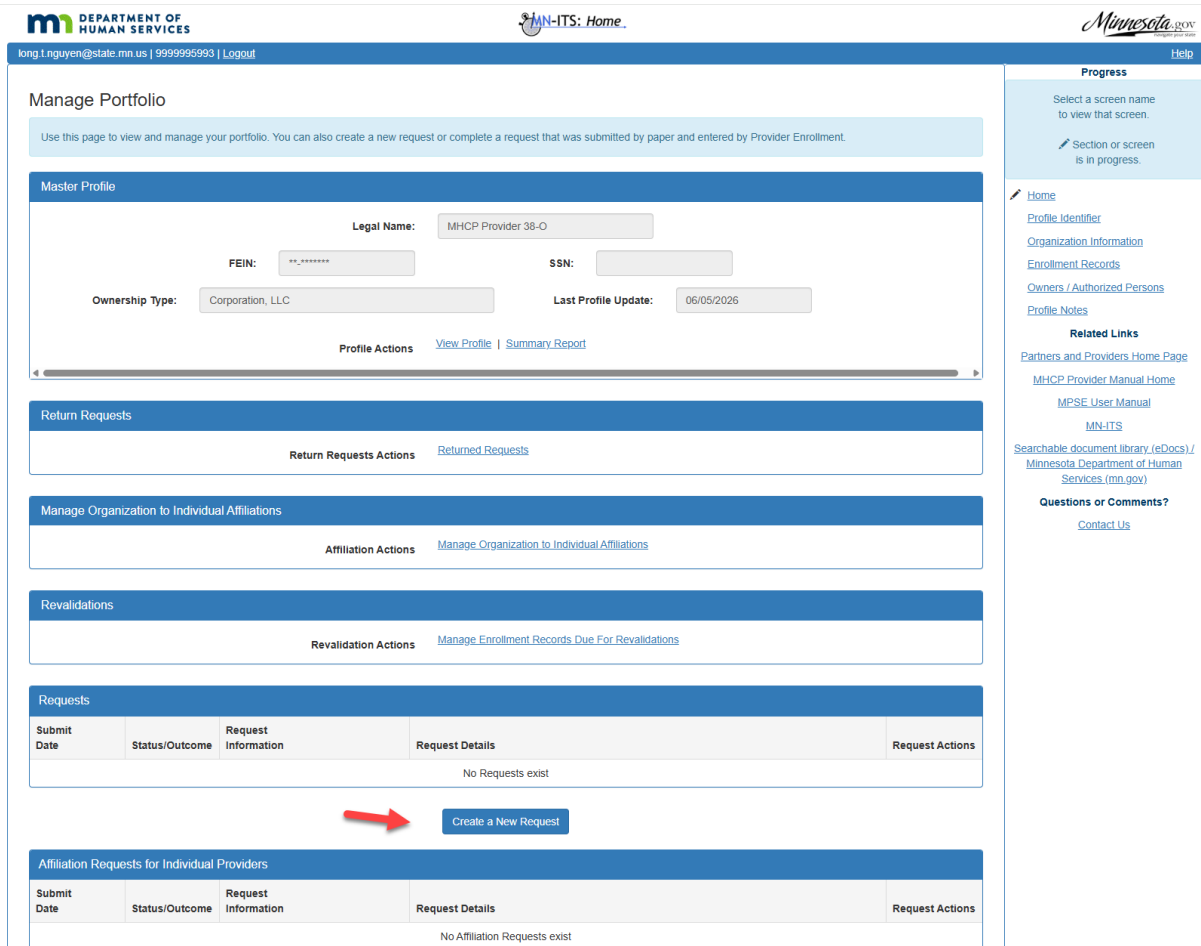


How to submit a change to a Failed Site Visit record after a revalidation request has been processed and complete

After a revalidation request is marked as "Completed," a provider cannot make changes to that submission.

Any necessary updates or corrections must be submitted through a *new Enrollment Record request*, following the standard process and selecting the reinstatement option for the terminated record, when applicable.

Step 1: Open MN-ITS, go to the Manage Portfolio section, and **click Create a New Request**.



The screenshot shows the MN-ITS 'Manage Portfolio' page. At the top, there is a navigation bar with the user's email 'long.l.nguyen@state.mn.us' and a 'Logout' link. The main content area is divided into several sections:

- Master Profile:** Contains fields for Legal Name (MHCP Provider 38-O), FEIN, SSN, Ownership Type (Corporation, LLC), and Last Profile Update (06/05/2026). There are links for 'View Profile' and 'Summary Report'.
- Return Requests:** Includes a 'Returned Requests' link.
- Manage Organization to Individual Affiliations:** Includes a 'Manage Organization to Individual Affiliations' link.
- Revalidations:** Includes a 'Manage Enrollment Records Due For Revalidations' link.
- Requests:** A table with columns: Submit Date, Status/Outcome, Request Information, Request Details, and Request Actions. The table is currently empty with the text 'No Requests exist'. A red arrow points to a 'Create a New Request' button below the table.
- Affiliation Requests for Individual Providers:** A table with columns: Submit Date, Status/Outcome, Request Information, Request Details, and Request Actions. The table is currently empty with the text 'No Affiliation Requests exist'.

On the right side, there is a sidebar with a 'Progress' section and a 'Help' link. The 'Progress' section includes instructions to 'Select a screen name to view that screen.' and a note that 'Section or screen is in progress.' The sidebar also contains a 'Home' link and several 'Related Links' such as 'Partners and Providers Home Page', 'MHCP Provider Manual Home', 'MPSE User Manual', 'MN-ITS', and 'Searchable document library (eDocs) / Minnesota Department of Human Services (mn.gov)'. At the bottom of the sidebar, there is a 'Questions or Comments?' section with a 'Contact Us' link.

Step 2: Under Request Type Selection, choose: Enrollment record request.

long.l.nguyen@state.mn.us | 9999995993 | Logout

Select Request Type

Use this page to select the request type you wish to make to initiate a change to your enrollment records

Provider Portfolio

Legal Name: MHCP Provider 38-O

***Required Field**

Request Type Selection

Request Type *

- Global request: Manage profile information (ownership, business entity, personal information, FEIN, Social Security Number)
- Enrollment record request: Manage information that is specific to an enrollment record (practice addresses, services, credentials)
- Service provider to trading partner affiliation request: Manage a request to create or modify an affiliation to a trading partner (EDI trading partner, Clearinghouse, Billing Intermediary)

Request Effective Date * 06/01/2026

Manage Revalidation Request Indicator

Is this a Revalidation Request? * Yes No

Cancel Continue

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Step 3: Select Edit for the Termed record to reinstate.

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Manage Enrollment Records

Use this page to manage your enrollment records.

Portfolio/Profile Information

Source Portfolio Legal Name: MHCP Provider 38-O

Request Type: Enrollment record request

Enrollment Records - Modify Requests

Enrollment Record Id NPI/UMPI Practice/Provider Name Unique Display Name Enrollment Record Type Encounter Indicator Address Status Revalidation Due Date Actions

There are no items in the list to display.

Show 10 entries Search

Active Enrollment Records List

Enrollment Record Id	NPI/UMPI	Practice/Provider Name	Unique Display Name	Enrollment Record Type	Encounter Indicator	Address	Status	Date	Revalidation Due	Actions
8984038	9999995993	MHCP Provider 38-O	38-O	38-O - Community First Services and Supports (CFSS) Agency	Fee For Service and In-Network Managed Care	540 Cedar St Saint Paul MN 55155	Active			Edit Summary Report

Showing 1 to 1 of 1 entries Previous 1 Next

Pending Enrollment Records List

Enrollment Record Id NPI/UMPI Practice/Provider Name Unique Display Name Enrollment Record Type Encounter Indicator Address Status Actions

There are no items in the list to display.

Encounter Only Enrollment Records List

Enrollment Record Id NPI/UMPI Practice/Provider Name Unique Display Name Enrollment Record Type Encounter Indicator Address Status Revalidation Due Date Actions

There are no items in the list to display.

Show 10 entries Search

Inactive Enrollment Records List

Enrollment Record Id	NPI/UMPI	Practice/Provider Name	Unique Display Name	Enrollment Record Type	Encounter Indicator	Address	Status	Date	Revalidation Due	Actions
898697	A796177100	MHCP Provider 18-NR	Location Two	18-NR - HCBS Support Services	Fee For Service and In-Network Managed Care	540 Cedar St Saint Paul MN 55105	Term-noncompliant-documentation term			Edit Summary Report

Showing 1 to 1 of 1 entries Previous 1 Next

Progress: Select a screen name to view that screen. Section or screen is in progress.

Home Differences Report Request Information Profile Identifier Organization Information Enrollment Records Owners / Authorized Persons Profile Notes Submit Request

Related Links: Partners and Providers Home Page MHCP Provider Manual Home MPSE User Manual MN-ITS Searchable document library (eDocs) / Minnesota Department of Human Services (mn.gov) Questions or Comments? Contact Us

How to submit a change to a Failed Site Visit record after a revalidation request has been processed and complete

Step 4: Select “Yes” and click “Continue” at the bottom to reinstate record to make changes. Continue entering all required information and submit the request for review as you would normally do.

The screenshot displays the MN-ITS Home portal interface for managing enrollment records. The main content area is titled "Enrollment Record Information" and contains several sections:

- Portfolio/Public Information:** Includes fields for Source Portfolio Legal Name (MHCP Provider 38-D) and Request Type (Enrollment record request).
- Enrollment Record Information:** Includes fields for NPI/AMI (A7617730), Practice / Provider Name (MHCP Provider 18-AR), Enrollment Record Type (18-AR - HCBS Support E), Unique Display Name (Location Two), and Enrollment Record ID (898735).
- Required Field:** A section with a red arrow pointing to the question "Do you wish to reinstate this enrollment record?" with radio buttons for "Yes" (selected) and "No".
- Enrollment Record Information (Detailed):** Includes fields for Provider's Practicing Name, Unique Display Name, Enrollment Record Type (dropdown), Medical Agreement Indicator (radio buttons for Chemical Dependency Addendum, No Agreement, Standard Agreement (selected), Stipulated Agreement, Waiver Services Addendum), Are you, or is this facility enrolled with Medicare? (radio buttons for Yes, No), Encounter Indicator (radio buttons for Fee For Service and In-Network Managed Care (selected), In-Network Managed Care Only, Out-of-Network Managed Care Only), Remittance Sequence (dropdown for Alphabetically), EFT Supplier ID, EFT Supplier Location Code, EFT Effective Date (MMDDYYYY), State Tax ID, Phone Number (345-345-2345), Fax Number, Email Address, and Risk Level (dropdown for Limited Risk).
- Site Visit Contact Information:** Includes fields for First Name (The), Middle Name (Contact), Last Name (User), and Phone Number (432-345-2345). There is a checkbox for "Check if no Middle Name".
- MN-ITS Primary Administrator:** Includes fields for Primary Administrator First Name, Primary Administrator Last Name, Primary Administrator Email, and Confirm Primary Administrator Email.
- Tribal Information:** Includes questions about contracts with Minnesota tribes and a text area for Tribal Service Note.
- Termination Information:** Includes "Cancel" and "Continue" buttons, with a red arrow pointing to the "Continue" button.

The right sidebar contains a "Progress" section with a list of navigation links, including "Home", "Differences Report", "Request Information", "Profile Identifier", "Organization Information", "Enrollment Records", "Enrollment Record Information" (selected), "Physical Address", "Provider Identifiers", "Facility Type", "Services", "Additional Enrollment", "Certificates", "Fees", "Site Visits", "Facility / Agency Identifiers", "Agreements / Addendums", "Limiting Care", "Notes", "Enrollment Status", "Manage Recertifications", "Service Provider to Tracking Partner Affiliations", "Others / Authorized Persons", "Profile Notes", "Submit Request", and "Related Links".