



Date: Oct. 31, 2025

To: All Minnesota Health Care Programs MN-ITS users

From: Minnesota Health Care Programs

RE: MN-ITS email and phone number validation

Some providers are using a general business email address (such as info@businessname.com) for the MN-ITS email validation to move to LoginMN. Please use an email address unique to a single user (for example, jane.biller@businessname.com).

If you entered a general email address and need to update your contact information;

- Login to MN-ITS and select user administration to update your email address.

If you are unable to update your email address:

- Reach out to your organization's primary or secondary administrator to update the email address.

Please note: You will only have **one** user account if you do not update the email address from a general mailbox to an address belonging to a unique user after we move to LoginMN.

Each MN-ITS user should log in with an individual User ID and password. Do not share passwords or allow others to log in using your personal User ID or password.

All users, regardless of their assigned roles, may update their personal contact information or change their own password at any time.

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

Thank you.