

MHCP/DHS Enrollment Guide – FAQ

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Background

As previously announced the Minnesota Department of Human Services (DHS) has mandated, Medicaid managed care organization (MCO) contracted network providers be screened and enrolled with State Medicaid programs. MCHP enrollment is required as a part of the Fulcrum Health Participating Provider Contract for Chiropractors and Acupuncturists who practice in Minnesota OR a boarding county of Minnesota. To ensure you are compliant with the federal mandate, submit your enrollment application as soon as possible. If you receive communication from multiple managed care plans, you only need to submit a single MHCP enrollment request (per TIN).

Timeline

- 09/16/2024: Enrollment Due Date
- **08/19/2025:** 45-day notice to patients and providers regarding non-compliant/non-enrolled providers.
- **10/03/2025:** DHS will begin denying claims (Medicaid and Dual) for non-enrolled providers; Fulcrum will begin process for action to network participation.

Enrollment Requirements for Fulcrum’s Provider Network

Participation with MCHP is required as a part of the Fulcrum Health Participating Provider Contract for eligible providers who are located in Minnesota OR a MN boarding county with HealthPartners and/or UCare plan assignments must complete the MCHP enrollment process by no later than 09/16/2024.

Provider Types: Chiropractors and Acupuncturists

Service Areas: Minnesota and bordering counties of Minnesota



Bordering Counties

WI: Vernon, Lacrosse, Trempeleau, Buffalo, Pepin, Pierce, St. Croix, Polk, Douglas, Burnett

SD: Minnehaha, Mood, Brookings, Deuel, Roberts, Grant

ND: Pembina, Walsh, Grand Forks, Cass, Traill, Richland

IA: Lyon, Osceola, Dickenson, Emmet, Kossuth, Winnebago, Worth, Mitchell, Howard, Winnesheik, Allamakee

Contact for questions/assistance - MHCP Provider Resource Center

Hours: 8 a.m. to 4:15 p.m. (closed from noon to 12:45 for lunch), Monday through Friday

Voice: 651-431-2700 or 800-366-5411 – Press 3 (unable to provide status updates if application submitted less than 30 days)

TTY: 711 or 800-627-3529

Contact the MHCP Provider Resource Center at <https://mn.gov/dhs/health-care/provider-resources> with any additional questions.

Enrollment Training

Refer to the Minnesota Provider Screening and Enrollment (MPSE) portal training webpage at mn.gov/dhs/mhcp/provider-training/mpse for training on how to use the MPSE portal to enroll. **MHCP, hosts weekly Q&A sessions on Wednesdays from 1-2pm (CST) - you can join the sessions from the MS Teams link on the training page.**

Enrollment Process

1. Review enrollment steps: [Enroll with Minnesota Health Care Programs / Minnesota Department of Human Services \(mn.gov\)](https://mn.gov/dhs/partners-and-providers/enroll-with-mhcp)
2. Register OR sign in to the MPSE Portal: [Registration and Access \(state.mn.us\)](https://state.mn.us)
3. After gaining access to MPSE, Complete Your Enrollment
 - If you are a new fee-for-service or In-Network contracted MCO provider, use the [New Profile Request](#) manual page for steps to complete the process to enroll with MHCP.
 - If you are a previously enrolled in-network contracted MCO provider, continue the enrollment process on the [MCO In-Network Provider Enrollment](#) manual page.

Refer to the “Enrollment process for MCO network providers” section of the Enroll with MHCP webpage at <https://mn.gov/dhs/partners-and-providers/enroll-with-mhcp> for additional information.

Individual VS Organization Enrollment + Claims Submission

Chiropractors are eligible to enroll as individuals, however, if you are affiliated with a Type 2 NPI (Clinic NPI), that Organization must also be enrolled and the individual provider must be linked as an affiliation



to the organization's enrollment. If you change clinic affiliations, you must be sure that you are linked as an affiliation to the new clinic.

- **Claims submitted under Type 1 NPI (Indv Provider NPI):** Provider needs to be enrolled individually OR attached as an affiliation (linked provider) to the Organization Enrollment Portfolio and enrolled for claims to process
- **Claims are submitted under Type 2 NPI (Clinic NPI):** The Organization must be enrolled, and the provider must be attached as an affiliation (linked provider) for claims to process.

The linked list shows provider's eligible to enroll as individual MCO network providers - [Enrollment with Minnesota Health Care Programs \(MHCP\) \(state.mn.us\)](#).

Linking Enrollment Records/Affiliation Requests

- Affiliates (linked providers) can be attached to the organization enrollment portfolio if they are already enrolled individually/have their own approved enrollment portfolio OR can be attached to the organization enrollment and enrolled through that process. Visit, [Affiliation Requests](#) for more information.

Checking Enrollment Status

Once you have completed and submitted your request, you can track your request status on the **Manage Portfolio** page of the MPSE portal (login to [MN-ITS](#) site to get to MPSE Portal). **Please allow 30 days from the complete request processing.** Each request, including newly submitted, corrected, and resubmitted requests are subject to the same processing timelines (30 days) as an initial request.

If MHCP approves your new profile request, you become an enrolled MHCP provider. You will receive a **Welcome Letter** via the U.S. Postal Service. Your **Welcome Letter** will include login credentials for your permanent MN-ITS account where you can create [Global Requests](#), [Enrollment Record Requests](#) and [Affiliation Requests](#) to make updates to your enrollment record

Your old account will no longer house enrollment information. If you need help retrieving your Welcome Letter, contact the Resource Center to verify that you are the appropriate individual to receive the information, and they can send it via fax.

Updating Enrollment Portfolio

It is your responsibility to keep your enrollment portfolio current including changes to demographics, service address, affiliations, etc. To make edits use your permanent [MN-ITS](#) login credentials to manage your enrollment portfolio.

Previously Enrolled Providers

[Currently Enrolled Fee-for-Service Providers](#)



If you are an existing MHCP-enrolled provider, you will access the MPSE portal through your existing MN-ITS account. You will not need to go through the steps to register. The Minnesota Department of Human Services (DHS) sent you a **Welcome Letter** by U.S. mail with your MN-ITS account username and password you received by U.S. mail when your enrollment was initially approved by MHCP. Find detailed instructions for updating your enrollment portfolio on the [Existing MHCP Providers - First Time Access](#) guide in the MPSE User Manual.

If you do not have your **Welcome Letter** or do not know what your username and password is, contact the [MHCP Provider Resource Center](#). If you were previously enrolled as a fee-for-service provider, and your enrollment status with MHCP is now inactive due to a voluntary or involuntary termination, follow the [Retrieve Portfolio](#) instructions to get access to your portfolio.

Previously Enrolled In-Network MCO Providers

Providers contracted with an MCO may have been previously enrolled in MHCP by their MCO. If you were previously enrolled by an MCO, you will need to follow the steps for [MCO In-Network Provider Enrollment](#) to update your enrollment records with MHCP.

Eligibility for providers located outside of Minnesota

Out-of-state providers may apply for MHCP enrollment for the date(s) of service to an MHCP member. To be eligible for payment under MHCP, an out-of-state provider must:

- Comply with the licensing and certification requirements of the state where the provider is located, except for home and community-based waiver services providers who must meet the licensing and certification requirements of Minnesota's federally approved waiver plan.
- Submit a request to MHCP using the [MPSE portal](#) with a copy of the Provider Agreement and any required assurance statements and credentials or fax the required documents to Provider Eligibility and Compliance at the fax number listed on the MHCP forms.

Refer to [Billing Policy Overview](#) and [Out-of-State Providers](#) in the MHCP Provider Manual for additional requirements.

Billing Patients

If you treat a MN Medicaid and/or Dual eligible patient while you are not enrolled with MHCP, you must notify the patient prior to rendering services that the services may not be covered and have them complete a **valid Financial Disclosure Form** to opt in to receiving the non-covered service in order to bill the patient for any of the related charges. You can find Fulcrum's **Financial Disclosure Forms (FDF)** on the [Fulcrum Provider Portal](#) under the administrative resources tab.