Minnesota Health Care Programs (MHCP):
Denial of Health Care Homes (HCH) Claims?

1) Verify that the provider is listed as a certified MDH HCH provider by logging into the MDH HCH Portal.
   Once in the MDH HCH Portal, go to Certification Options, then click Post Certification Options, then click Payer Report.
   Check the report to see that the provider is listed in the desired clinic/s.
   If the provider is not listed in the desired clinic:
      A) Request that the provider be certified in the desired clinic in the MDH HCH Portal.
         Instructions to add a provider are found on the MDH HCH website.
      B) MDH HCH will process the request. If the request is approved, MDH HCH will mail you via USPS two items:
         i. a letter stating that the provider is certified in the desired clinic.
         ii. a report listing all certified clinicians in that same clinic.
      C) Fax copies of both items to MHCP Provider Enrollment at 651-431-7462. This is how the provider gets added to the Department of Human Services (DHS) MN-ITS as a Health Care Homes provider. Please note that there is lag time between submitting information to DHS, and having the information entered into the DHS system.

2) Once you have verified that the provider is a certified MDH HCH provider, you need to verify that the provider is listed in MN-ITS as a health care home provider.
   MN-ITS is a function of DHS.
      A) Before billing care coordination services S0281, login to MN–ITS. Once logged in, verify the individual provider is listed on the Health Care Homes list accessible from the Provider Lists link in the left column.
      B) Check MN-ITS weekly to see if the provider is listed as a health care homes provider.
      C) Do not resubmit MHCP HCH claims until the provider is listed as a health care homes provider in MN-ITS.

Further DHS MHCP HCH Billing information regarding care coordination payment from MHCP for fee-for-service recipients may be found on the DHS HCH webpage.

If you continue to experience any issues with denied MHCP Health Care Home claims, please contact the DHS Provider Call Center (via phone at: 651-431-2700 or 1-800-366-5411; via email at: dhs.healthcare-providers@state.mn.us).
Prior to contacting the DHS Provider Call Center, it is helpful to check MN-ITS to see if the provider is listed as a health care home provider.

If you have any questions or concerns regarding the MDH HCH process, please contact your MDH HCH Nurse Planner or email MDH HCH at mailto:health.healthcarehomes@state.mn.us.