



Managed Care Systems Portal

USER GUIDE

MAY 2025

Contents

- Managed Care Systems Portal.....3
 - What the MCS Portal is used for3
- Signing in to the Portal3
 - Registering for access.....3
 - Associating Entities with your Account5
- Network Adequacy8
 - Annual Network Review for Upcoming Plan Year8
- Known Issues 11
 - Issue 1: Multiple Uploads appear in the uploader 11
 - Issue 2: Display Name in “Annual Network Review for Upcoming Plan Year” 11
- Frequently Asked Questions..... 12
 - Are there limits to the number of users per entity? 12
 - Can I see the files someone else uploaded for my organization?..... 12
 - Do I have to upload one network at a time?..... 12
 - Will there be any screening edits or validations for uploaded documents?..... 12

Managed Care Systems Portal

The Managed Care Systems section (MCS) at the Minnesota Department of Health (MDH) is tasked with regulating Health Maintenance Organizations (HMOs) and County Based Purchasers (CBPs) in Minnesota. Regulatory activities including supplemental annual reporting, updates to licensure documents, and quality assurance examinations.

MCS also reviews health care provider networks to make sure Minnesotans have adequate access to health care (Network Adequacy) for all individual and small group health plans in the state, including those regulated by the Department of Commerce. MCS also conducts network adequacy reviews for Pharmacy Benefit Managers (PBM) on behalf of the Department of Commerce.

MCS is in the process of creating a portal that will serve as a one-stop shop for all reporting.

What the MCS Portal is used for

The MCS Portal will be used for HMOs, CBPs, Insurance Companies and PBMs to upload required documents and reports, rather than emailing them or using a cloud drive system. The MCS portal currently allows for.

- Network Adequacy Annual Filings
- HMO and CPB Annual Supplemental reporting

In the future, the MCS Portal will allow entities to upload:

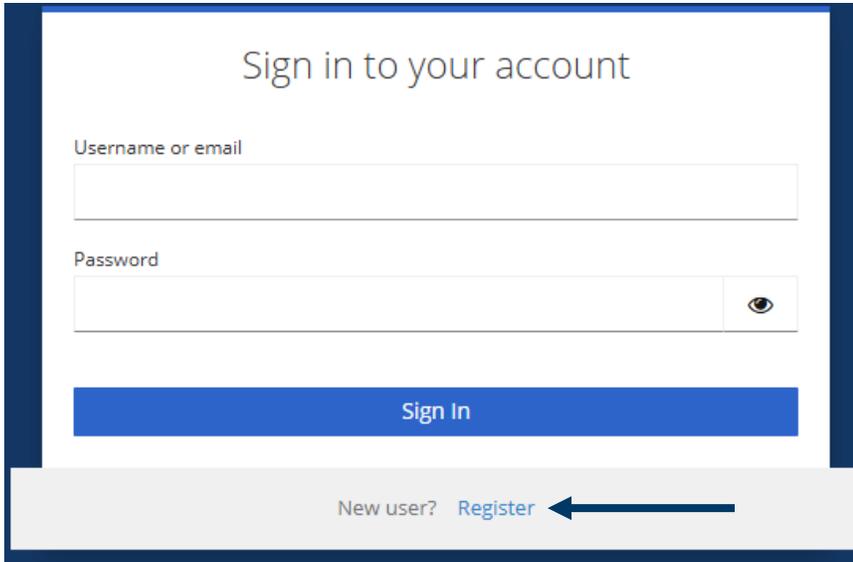
- PBM Network Adequacy documents
- Network adequacy provider file updates
- Network adequacy termination reports
- Updates to HMO licensure documents
- Quality Assurance exam document and file uploads and exchanges

Signing in to the Portal

Registering for access

The first time you enter the portal, you will need to register your name and email address.

1. Go to the Portal (mcs-portal.web.health.state.mn.us)
2. Click on “register”



Sign in to your account

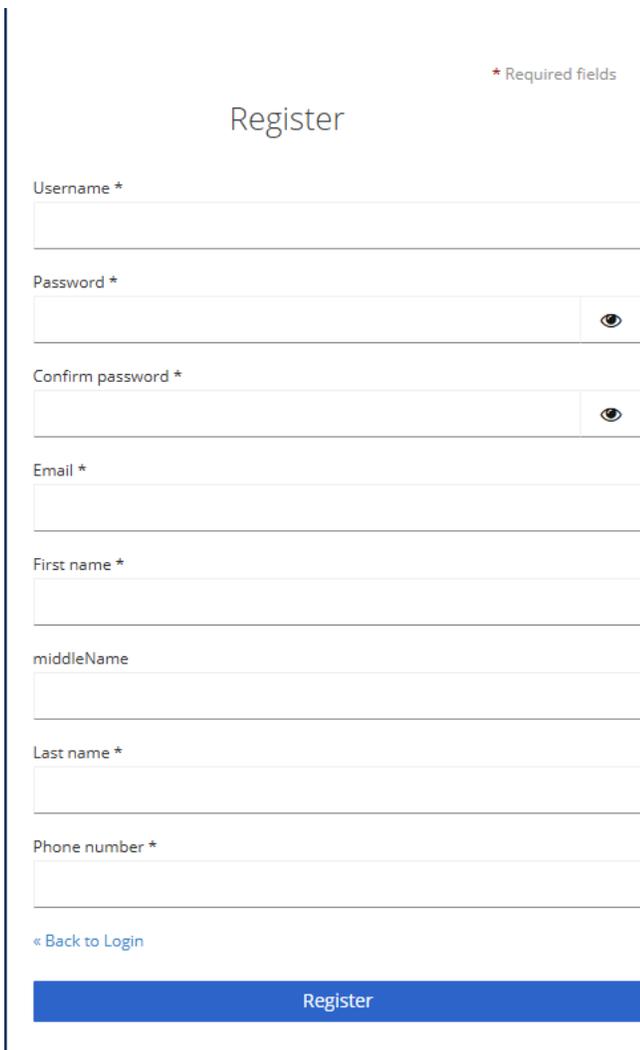
Username or email

Password

Sign In

New user? [Register](#) ←

3. Enter the information when prompted. It is recommended that you use your email address as your username.



* Required fields

Register

Username *

Password *

Confirm password *

Email *

First name *

middleName

Last name *

Phone number *

[« Back to Login](#)

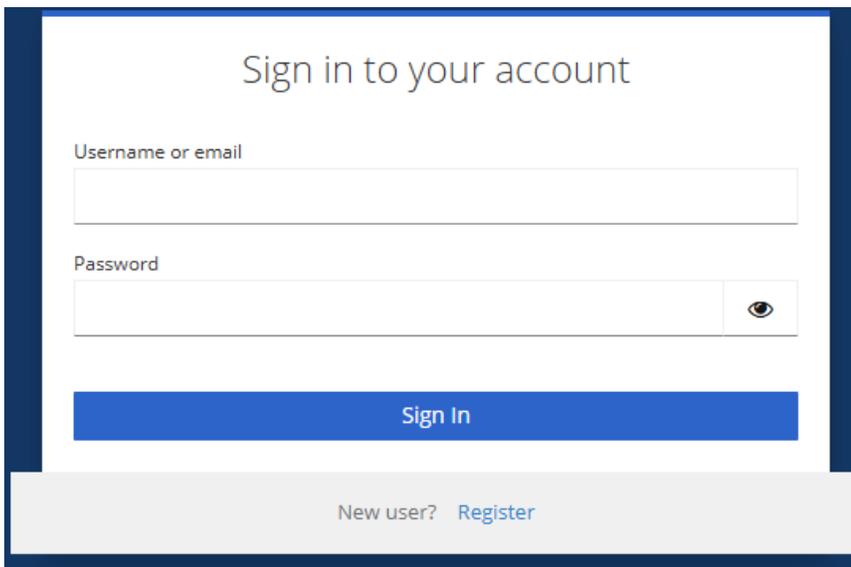
Register

4. Click “Register”
5. Check your email, you will have an email from “MCS-portal” with the subject line “Verify your email”. Click on the link to verify your email. The link will expire within 30 minutes.

Associating Entities with your Account

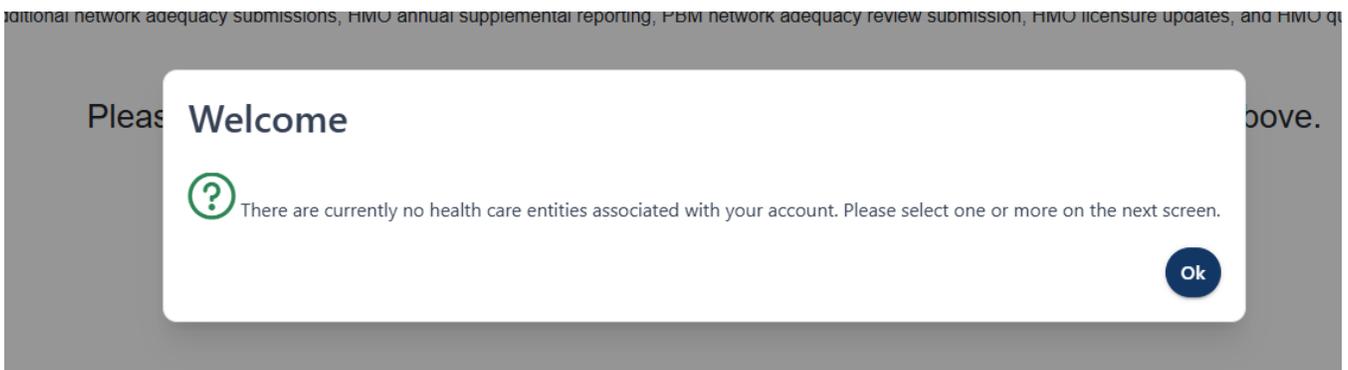
The first time you sign into the portal, you will be prompted to associate entities (HMOs, insurance companies, PBMs) with your login. You will **not** be able to access any of the modules until you have completed this step. You can associate multiple entities with your email address. Please make sure to only associate entities that you work for. MDH will continually review which entities are associated with each email address.

1. Using your email address and the password you created, sign in to the portal



The screenshot shows a sign-in form with the title "Sign in to your account". It contains two input fields: "Username or email" and "Password". The password field has an eye icon to toggle visibility. Below the fields is a blue "Sign In" button. At the bottom, there is a link for "New user? Register".

2. The first time you sign on, you will be prompted to add entities; click “ok”



The screenshot shows a "Welcome" dialog box with a question mark icon. The text inside reads: "There are currently no health care entities associated with your account. Please select one or more on the next screen." There is an "Ok" button in the bottom right corner. The background shows a blurred view of the portal interface with the text "Please Welcome" and "ove." visible.

3. Using the drop-down menus, select the entity type and the name of the entity you are associated with.
 - a. Entity types are CBP, HMO, Insurance Company or PBM.
 - b. The NAIC or PBM number will appear next to the entity name.
 - c. Click “add entity”

Add New Entity

Entity Type (required)

HMO

Entity (required)

Quartz Health Plan MN Corporation

NAIC ID

14202

Quartz Health Plan MN Corporation

representing the selected

UCare Minnesota

Blue Plus

Sanford Health Plan of Minnesota

HealthPartners, Inc.

4. You will receive a prompt that will allow you to add another entity, or indicate you are done. If you click “Done” you will be automatically returned to the home screen.

Quartz Health Plan MN Corporation Remove Entity

Entity added

✔ Quartz Health Plan MN Corporation has been associated to your account. Would you like to add another?

Done Add Another

Entity (required) NAIC ID

- a. You will always be able to add or remove entities using the “manage account” link on the top right of your screen.



My Affiliated Entities

Currently Associated Entities

Quartz Health Plan MN Corporation	Remove Entity
Navitus Health Solutions, LLC	Remove Entity

Add New Entity

Entity Type (required)

-- Select Entity Type --

Entity (required)

-- Select Entity --

By associating an entity to my account, I agree that I am an authorized agent representing the selected entity.

Add Entity Cancel

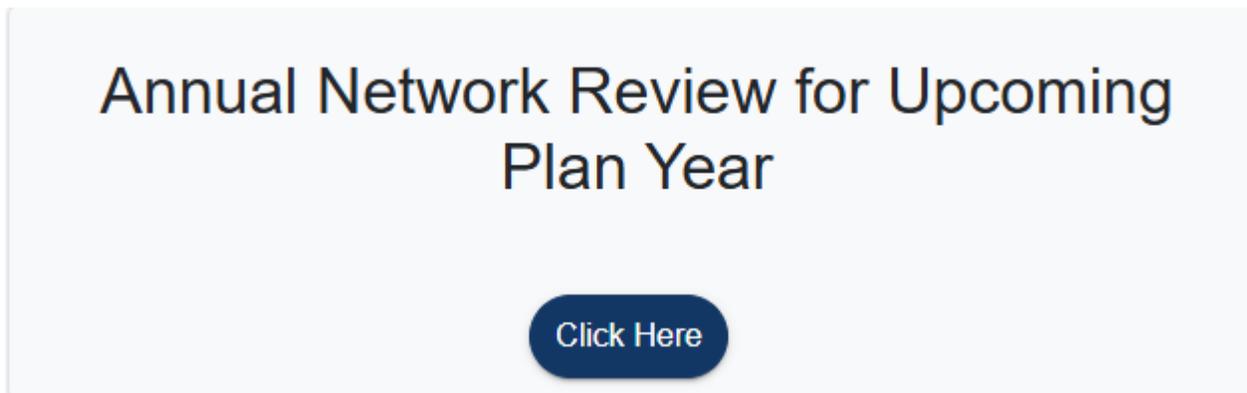
5. Once you have entities associated with your account, the modules that are available to you will be displayed. The MCS Portal will be rolled out between May 2025 and June 2026; as new modules become available, they will be added to the home page.

Network Adequacy

FOR: HMOS AND INSURANCE COMPANIES

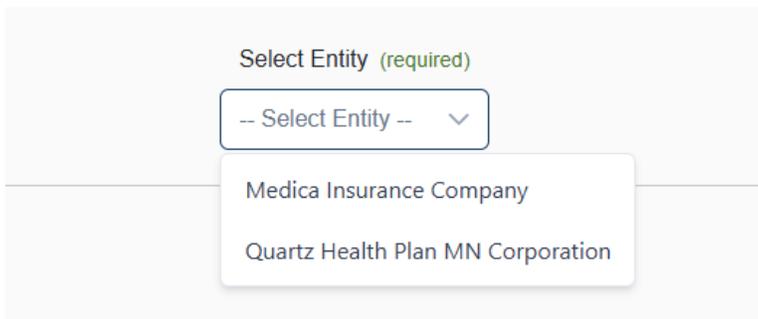
Through the Network Adequacy module, you can submit required documents for the annual network review for the upcoming plan year, additional provider file submissions in October and February, and monthly provider terminations.

Annual Network Review for Upcoming Plan Year

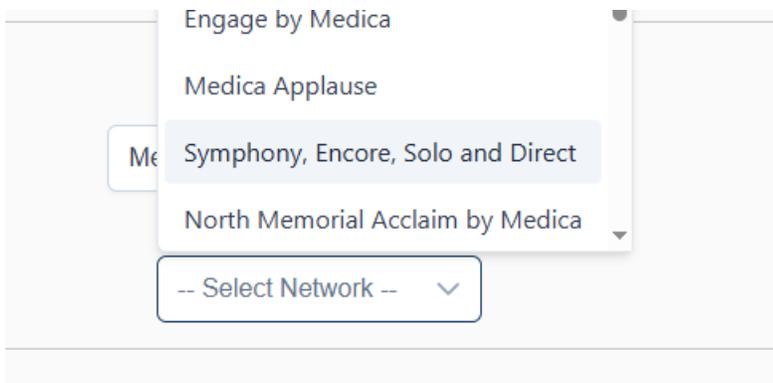


In this module, you will submit all Network Adequacy documents for the individual and small group market review that takes place each summer. Please refer to the [Network Adequacy Filing Requirements](#) website for updated information on due dates and file templates.

1. Click the “Click Here” button under Annual Network Review for Upcoming Plan Year
2. The page requires you to select an entity, and then a network.
 - a. Once you have selected an entity and a network, the Network ID will display on the screen.
 - b. If you have a new network, please contact the network adequacy team at health.managedcare@state.mn.us with the new network name and ID before files are due.



MCS Portal User Guide



Select Entity (required)
Medica Insurance Company

Select Network (required)
Symphony, Encore, Solo and Direct

Network ID
MNN020

Full Name
Alisha Simon

User Name

Network Adequacy Attestation Upload

+ Choose Upload Cancel

Drag and drop files here or select choose above.
Then press the upload button to transmit the selected file.

Provider File Upload

+ Choose Upload Cancel

Drag and drop files here or select choose above.
Then press the upload button to transmit the selected file.

Geographic Access Map Upload

+ Choose Upload Cancel

Network Waiver Upload

+ Choose Upload Cancel

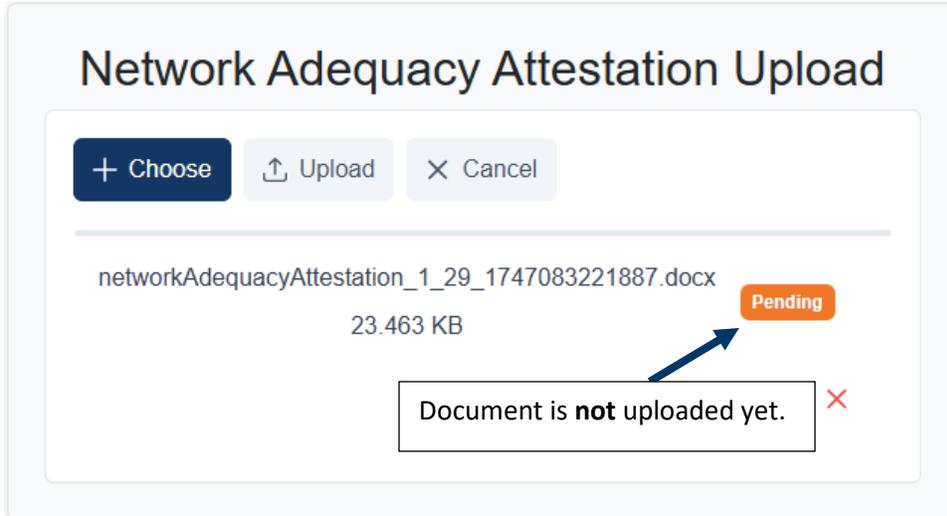
3. After you have selected an entity and network, you can upload required files. There is one upload box for each file that needs to be uploaded. You can either drag and drop or click on the “choose” button to select a file.
 - a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.
 - b. The upload box will automatically rename your file
 - c. The upload box will indicate “pending” until you click upload.
 - d. If you want to delete an upload, simply click the red “x” button next to the file name.

Network Adequacy Attestation Upload

+ Choose Upload Cancel

networkAdequacyAttestation_1_29_1747083221887.docx Pending
23.463 KB

Document is **not** uploaded yet. ✕

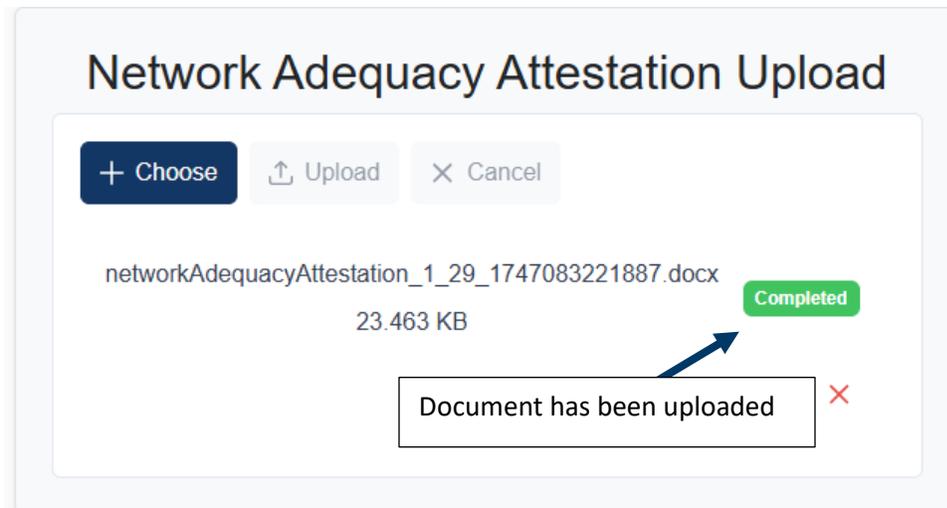


Network Adequacy Attestation Upload

+ Choose Upload Cancel

networkAdequacyAttestation_1_29_1747083221887.docx Completed
23.463 KB

Document has been uploaded ✕



4. For the 2026 Plan Year, please upload the “Appointment Wait Times Survey” for each network in the “other” upload box.
5. Once all files have been uploaded, you are done. You may receive an email confirmation that your files were uploaded.

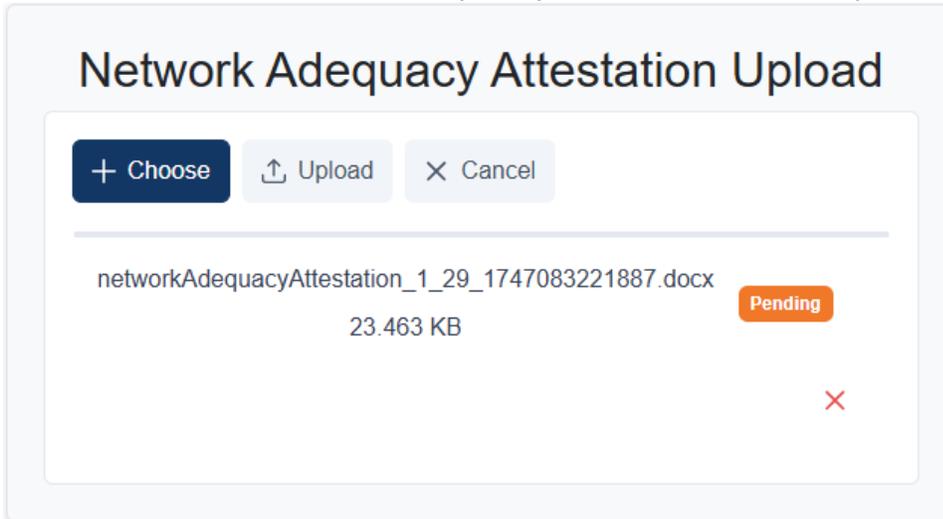
Known Issues

MAY 2025

The following are known issues with the MCS Portal. Updates are being made regularly, so they may be resolved before the instructions are updated.

Issue 1: Multiple Uploads appear in the uploader

- **Problem:** Multiple uploads may appear in one uploader box; when this happens, the “choose” button will become disabled when you try to remove one of the uploads.



- **Solution:** Refresh the page in your browser and re-upload files. Uploading files multiple times will not cause any problems.

Issue 2: Display Name in “Annual Network Review for Upcoming Plan Year”

- **Problem:** After selecting the entity and network name, instead of showing Network ID/Name/Email, the portal displays Network ID/Name/username
- **Solution:** This is a visual bug only, and does not impact functionality. Both username and email are a part of your profile.

Frequently Asked Questions

MAY 2025

Are there limits to the number of users per entity?

No, at this time there are no limits to the number of users per entity. MDH will regularly review users associated with each entity, and confer with you to make sure lists are acceptable.

Can I see the files someone else uploaded for my organization?

No, at this time you cannot see files that others uploaded. This functionality may be added in the future. We will use the most recent file that is uploaded. Files uploads will not overwrite other files.

Do I have to upload one network at a time?

Yes, you will need to use the network dropdown to upload files for that network. This ensures that the files are all associated with the correct network.

Will there be any screening edits or validations for uploaded documents?

Each upload box is limited to certain types of files (e.g. PDF, Word, Excel). Some files (such as the provider file) has validation incorporated, which will be verified upon download. All files will be scanned for malware before opening.