Chapter 37

Minnesota Provider Screening & Enrollment (MPSE)

The Minnesota Provider Screening and Enrollment (MPSE) portal is a secure online web-based tool that lets providers enroll and manage their enrollment records with Minnesota Health Care Programs (MHCP). For additional detail on this chapter, please go to the Minnesota Department of Human Services (DHS) Manual Home page.

The DHS MPSE Manual is the primary information source for the MPSE portal enrollment process.

MPSE Portal Common Terms and Definitions

Portfolio
Enrollment information in the MPSE portal is stored within a "portfolio." A portfolio is created for every Social Security Number (SSN) or Federal Employer Identification Number (FEIN) which is called a portfolio identifier. A portfolio contains both global information and enrollment record information. Enrollment record information is the provider's practice location information and the services provided. All enrollment records that are associated with a single SSN or FEIN are stored in a single portfolio and a single portfolio may contain multiple enrollment records.

Master Profile
A provider's master profile contains their personal or business information. For individual providers, this information is their legal name, SSN and date of birth. For organization providers, this information is their legal name, FEIN, owners or people with a controlling interest.

Provider Identifier
A provider identifier is a provider's national provider identifier (NPI) or unique Minnesota provider identifier (UMPI). All providers are required to have an NPI or UMPI to identify their unique information. Which number the provider has depends on the enrollment record type or business structure of the provider.

Profile Identifier
A profile identifier is a provider's SSN or FEIN.

Access to MPSE

Enrolled providers can access the MPSE portal through their Minnesota Information Transfer Systems (MN–ITS) account. MN–ITS is the DHS' secure online billing system. Newly enrolling providers who have not yet received their MN-ITS account notification, should follow the Registration link to start their enrollment process. Each user's access to their enrollment information is determined by the User Role assigned to them by their system administrator.

Enrollment Information

Enrollment information with the MPSE portal is stored within a "portfolio." A portfolio is created for every SSN or FEIN. Your portfolio houses your master profile and your requests. Within your master profile is your profile and your enrollment record information. A profile is a provider's "global" information. For individual providers, their global information is their SSN, legal name and other personal information. For organization providers, their global information is their FEIN/SSN, legal name, ownership type, and other organizational information. Enrollment record information is the provider's practice location information and the services provided. All enrollment records that are associated with a single SSN or FEIN are stored in a single portfolio.

Enrollment and the management of enrollment records are done through requests submitted by the provider. There are specific Request Types that a provider can use to update their enrollment information with MHCP. Providers can view the real-time status of their requests once a request has been submitted to Provider Eligibility and Compliance for review and approval. The MPSE portal maintains a history of requests submitted allowing the user to view the date a request was submitted and when it was processed.

Registration

Providers who wish to enroll with South Country Health Alliance (South Country) must also enroll with MHCP or make enrollment requests using the MPSE portal will access the portal in one of two ways based on whether they have previously enrolled with MHCP or are enrolling for the first time.

Providers Enrolled or Previously Enrolled with MHCP

If you are an existing South Country and MHCP-enrolled provider, you will not need to register for MPSE. Instead, you will access the program through your MN–ITS account. Your MN–ITS account username and password would have been provided to you in a "welcome" letter that you received when you initially registered for a MN–ITS account. If you do not have your letter or do not know what your username and password is, contact the MHCP Provider Call Center. Find detailed instructions for existing MHCP providers first time access to the MPSE portal in the MPSE User Manual.

New Provider Enrollers

If you are a new provider enroller who is not currently enrolled with MHCP and wish to use the MPSE portal to enroll with MHCP, you must first complete the MPSE portal registration process. The username and password you create during this process will give you access to a temporary MN–ITS account, allowing you to log in and track the progress of your request(s).

Once you have completed the registration process you will complete a profile request to enroll with MHCP.

Once Provider Eligibility and Compliance has reviewed and approved your profile request, you will then access and manage your permanent MN–ITS account. Prior to your profile request being approved, you may be asked to submit more information or for clarifications or corrections.

Click on the Registration page of the MPSE portal and use the following steps to complete your new enroller registration, or watch the following video MPSE Portal Registration for New Provider Enrollers.

Steps to Register for New Enrollers:

Step 1. Type your email address and create a username.

Step 2. Complete the reCAPTCHA.

Step 3. Click continue registration.

Step 4. Complete the fill in the requested contact information marked with an asterisk.

Step 5. Complete the create your password section on this page:

5.1. Type your new password.

5.2. Type your password again in the confirm new password box.

Step 6. Complete the Create a set of challenge phrases section on this page:

6.1. Choose a question from the select a question drop-down list;

6.2. Type the answer to your question in the provide an answer box; and

6.3. Retype the answer to your question in the confirm your answer box.

Repeat steps 6.1 through 6.3 to complete all of your challenge phrases.

Step 7. Read the terms and conditions.

7.1. Check the "I have read and accepted the following Terms and Conditions" box.

Step 8. Click submit registration.

Step 9. Once you have completed the registration process, you will receive an email at the address used to register with a link to access your temporary MN–ITS account.

Step 10. Use the New Profile Request manual page for steps to complete the process to enroll with MHCP.

Existing MHCP Providers – First Time Access

If you are already an existing enrolled MHCP provider, you can use the MPSE portal to manage your enrollment records. The first time you log in to the MPSE portal, you will be required to update, clarify and enter some of your information in MPSE. This will require you to complete two types of requests: a global request and an enrollment record request. To create a global request, you must have a user role of global provider enroller. To create an enrollment record request, you can have a user role of global provider enroller or enrollment record provider enroller.

If you have more than one enrollment record within your portfolio, you will need to complete an enrollment record request for each of your records to update the information.

Portfolio Return Key

When a provider attempts to enroll with MHCP using a Profile Identifier that is already in use, the MPSE portal will display an error message and the provider will need to retrieve their portfolio to complete their enrollment. Do not use the retrieve portfolio process unless you have received one of the following error messages:

A profile identifier already exists with this Social Security Number (SSN). Edit the existing profile identifier.

OR

A profile identifier already exists with this federal employee identification number (FEIN). Edit the existing profile identifier.

Providers will retrieve their portfolio using a Portfolio Return Key. A portfolio return key is a string of numbers and letters that MHCP generates for a Portfolio to allow providers to enroll with MHCP when they use a profile identifier that is already in use.

Getting a Portfolio Return Key to Retrieve Your Portfolio

Send an email to Unique.MPSE.Key.DHS@state.mn.us with all of the following:

a. Full name of the provider – this is either your organization's legal name or the individual provider's first, middle and last name.

b. Provider's National Provider Identifier (NPI) or Unique Minnesota Provider Identifier (UMPI) number, if known.

c. A contact person's first and last name.

d. Contact phone number.

e. Best time for a return phone call within the next two business days.

Once the email is sent, you will receive an auto reply to your email address.

Steps to Retrieve Your Portfolio

1. Once you have obtained your portfolio return key, log into your temporary MN-ITS account and click the link for MPSE portal in the left-side navigation.

2. Click the Retrieve Portfolio button at the bottom of the Manage Portfolio page, which is also the landing page for the MPSE portal.

3. Type the 32-digit portfolio return key you received in your email.

4. Type the FEIN in the FEIN box or the SSN in the SSN box that you want to use as your profile identifier. If you have both a FEIN and an SSN associated with your practice or organization, enter both.

5. Click the Retrieve Portfolio button. Your account will now be tied to the portfolio associated with the Portfolio Return Key used in Step 3.

6. On the Manage Portfolio page, click Create a New Profile Request.

7. On the Select Request Type page, enter the date of your request in MM/DD/YYYY format and click Continue.

8. On the Manage Profile Identifier page, click Continue.

9. The next page will be titled either Organization Information or Individual Information, depending on the portfolio type. Update any fields as needed and click Continue.

10. On the Manage Enrollment Records page there are two paths that can be taken:

    Path 1: The provider type you are enrolling already exists on the Manage Enrollment Records page:
    - o Click Edit in the Actions column of the existing enrollment record.
    - o Select Yes to the question "Do you wish to reinstate this enrollment record?".
    - o Complete the enrollment process by starting at Step 6 in the instructions for your portfolio type:
        - ▪ Individual Providers – Step 6
        - ▪ Organization Providers – Step 6

    Path 2: If the provider type you are enrolling does not exist on the Manage Enrollment Records page, complete the enrollment process by starting at Step 5 in the instructions for your portfolio type:
    - ▪ Individual Providers - Step 5
    - ▪ Organization Providers - Step 5