

## 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

Each provider's enrollment information in the MPSE portal is organized into a portfolio. This portfolio is like a folder that contains all of the provider's enrollment requests, their personal or business identifying information and all of their enrollment records. A portfolio is created and housed under the provider's federal employer identification number (FEIN) or social security number (SSN). For example, if the provider has a business structure that has multiple FEINs, then that provider will have multiple portfolios. However, if a provider is an organization that has one FEIN, but provides services at multiple locations all using the same FEIN, the enrollment information for each of these locations would be housed under one portfolio in MPSE because they share one FEIN.

#### 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 social security number 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 Department of Human Services' (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 Social Security number (SSN) or Federal Employer Identification Number (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 Minnesota Health Care Programs (MHCP) or make enrollment requests using the Minnesota Provider Screening and Enrollment (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 Minnesota Health Care Programs (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 section on this page
  - 4.1. Type your First Name
  - 4.2. Type your Middle Name (if no middle name please select the indicator box)

4.3. Type your Last Name

4.4. Type your Phone Number

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

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. Go to your e-mail to receive your confirmation e-mail and use the link provided in that e-mail to access your new account

Step 10. Once you have accessed your account use the applicable [New Provider Enrollers](#) step-by-step guide to complete your profile request to enroll with MHCP.

### **Existing Minnesota Health Care Program (MHCP) Providers – First Time Access**

If you are already an existing enrolled Minnesota Health Care Programs (MHCP) provider, you can use the Minnesota Provider Screening and Enrollment (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.

### **Using your Portfolio Return Key**

Providers who have faxed in paper applications for enrollment that require more information before their enrollment can be completed can provide that information within the MPSE portal using the Portfolio Return Key from their Request for More Information (RFMI). The Portfolio Return Key allows the provider to retrieve the portfolio and complete their required information for enrollment.

After you receive your RFMI you must first follow the [Registration](#) process to register for the MPSE portal. Then follow these steps to use your Portfolio Return Key to access and manage your portfolio.

Steps:

Step 1: Once you have completed the [Registration](#) process and log in to the MPSE portal you will start on the Manage Portfolio page. Click Retrieve Portfolio

Step 2: Type your Portfolio Return Key that was given to you in your RFMI

2.1 Type your FEIN or Social Security number (SSN)

## 2.2 Click Retrieve Portfolio

Step 3: Click Retrieve Paper Profile Request under the User Actions column

Step 4: Now that you have retrieved your paper profile request you will be the assigned requester and have the ability to manage this profile request. Click Edit under the User Actions column to edit your Profile Request. If noting an error during data entry of the paper profile to the MPSE portal, update the information and, if needed, use the notes feature to explain.

Step 5: Navigate through your portfolio and verify your enrollment information.

Step 6: Review your RFMI. This will tell you the additional information that is required before your enrollment can be approved.

6.1 Navigate through your portfolio and complete the required additional information. You can do this using the Right Side Navigation or by clicking the Continue button after completing your review of each page.

Step 7: Click Submit Request from the Right Side Navigation once you have completed your profile request by adding your required information.

Step 8: Click Submit for Approval

Step 9: Click Continue to return to your home page