Billing Hennepin Health for services: A guide for getting set-up as a new provider

This information is directed towards doulas, but many of the steps are applicable to other provider types who may also find this information useful.

If you are providing services to a Hennepin Health member that are billable under Medical Assistance or MinnesotaCare, you must submit an electronic claim in order to be paid.

In order to submit a claim, you will need to establish a provider number that is unique to you and register with the Minnesota Secretary of State. While you do not need a contract with Hennepin Health, we do require that providers register with us. This guide is aimed to help new providers or provider types that recently became eligible to bill.

Hennepin Health cannot advise on the specifics of the individual processes below that are under the jurisdiction of other agencies, but we hope that this overview and links to additional information is helpful.

If you are new to billing health plans, reference the Health Plan 101 overview on this page.

Step 1: Setting up a provider identifier

The Minnesota Provider Screening and Enrollment (MPSE) portal identifies providers by a unique number called a Provider Identifier. Your provider identifier is your National Provider Identifier (NPI) or a Unique Minnesota Provider Identifier (UMPI). All providers in Minnesota must have an active NPI or UMPI. If you do not already have an active NPI, you can register for one through the Centers for Medicare and Medicaid Services (CMS).

The following providers are not required to obtain an NPI but may have the option of using an NPI that is registered to them. If the provider types listed below do not have an NPI, they can enroll without a provider identification number and Minnesota Health Care Programs (MHCP) will assign them a UMPI when Provider Eligibility and Compliance processes the application (see step 4 below).

Providers not required to obtain an NPI (but may have the option of using an NPI that is registered to them):

- Home and community-based services providers
- Personal care provider organizations providers
- Day training and habilitation providers
- Early intensive developmental and behavioral intervention (EIDBI) Level II and III individuals
- Non-emergency medical transportation (NEMT) organizations
- Doula providers (individual and organizational providers)

Approximate time to complete an NPI: a few minutes

Approximate time to receive confirmation for an NPI: usually within a day

Tips: The site requires that you create an account (login and password). A reference guide and answers to frequently asked questions are available if you need assistance.

Step 2: Minnesota Secretary of State business filing

All entities doing business in Minnesota must register the business with the MN Secretary of State (SOS). If you are not already registered, you may register and pay the required fees online via this link: SOS Registration.

The SOS registration is relatively straightforward and directs you through each step. It only takes a few minutes to complete. After completing and submitting the electronic form, confirmation should come within minutes.

Approximate time to complete: 10 minutes

Approximate time to receive confirmation: Within minutes

Tips: Make sure you know what business name or assumed name (doing business as name) you would like to use and set up a business email address before starting the registration.

Step 3: MN Department of Health doula registry (for doulas only – if you are not a doula, skip this step)

All doulas must be a part of this registry. If you are not sure if you are registered, you can validate your registration status through the Active Doula Registry.

In order to be included in the Minnesota doula registry, a certified doula must submit an application by going to the Minnesota Department of Health Licensing System. The doula must also provide evidence of maintaining a certification from one of the designated Doula Certification Organizations and pay the requisite fee. The online application is easy to fill out but please be aware that receiving confirmation of your registry can take weeks or up to a month.

Approximate time to complete: 10 minutes

Approximate time to receive confirmation: about a month

Step 4: MN Department of Human Services (DHS) provider registration

All providers billing a MHCP must be enrolled with DHS as either an individual or a group and/or before registering or entering into a contract with a Managed Care Organization (MCO). DHS provides guidance for Doula Enrollment with Minnesota Health Care Programs and for

other eligible providers Enrollment with Minnesota Health Care Programs (MHCP) on their website.

If you have questions, contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411.

Approximate time to complete: Up to 2 hours

Approximate time to receive confirmation: 2 to 4 weeks

Tips: This is an online form that can be completed in more than one sitting. Progress can be saved, and you can pick up where you left off.

Step 5: Electronic Data Interchange (EDI) billing set-up – submitting claims

The process of electronic claims submission from a provider to a healthcare organization is known as an 837. Minnesota health plans cannot accept paper claims and require all claims be submitted electronically via an online clearinghouse.

A clearinghouse is an intermediary organization that manages the claims transmission process between you and a health plan, ensuring accuracy and adherence to claims submission standards. Payer Connectivity Services (PCS), on behalf of Hennepin Health, works with several clearinghouses. The clearinghouse you select will submit your claims to Hennepin Health through PCS.

Information on Hennepin Health's clearinghouse partners and guidelines for electronic submissions can be found here: Electronic Transaction Guidelines. Clearinghouse enrollment should be completed within one sitting, as the clearinghouse may not allow you to save your enrollment and complete it at a later date.

MN E-Connect is the only clearinghouse that is free to providers connecting with Hennepin Health. To enroll in MN E-Connect, visit MN E-Connect Enrollment. Please confirm the clearinghouse options with each MCO, as the options may differ.

Select the Sign-Up button in the Log-In section or go here: On-Boarding Form.

When enrolling in MN E-connect, you will need to reference the following information:
- W-9
  - Legal Business Name
  - Doing Business As Name
  - Tax ID
  - Type of Business (Sole Practitioner or Organization)
- NPI or UMPI with taxonomy code listed
- Expected claims volume (e.g., 50 patient visits per week = 200 claims per month)
- Payer Name: HENNEPIN HEALTH
  - Selecting the Payer List next to the Sign up button will provide you a list of all Health Plan Payer Names and corresponding Payer IDs
- Hennepin Health EDI Payer ID: 55765
- Type of Claims: CMS1500 forms are used for Professional claims
- Business Email Address
- Practice Address and Phone Number

Approximate time to complete: 30 minutes

Approximate time to receive confirmation: 3 business days

## Step 6: Automated Clearinghouse (ACH) Funds Transfer – setting up payments

This process is managed by the Hennepin County Office of Business and Finance and is required in order to receive payment. The information is not housed or managed by Hennepin Health.

Claims payments are made on a weekly basis either by physical check or by automated funds transfer into your bank account. To receive automated funds transfer, you will need to complete the Hennepin County Automated Clearinghouse ACH Enrollment form.

ACH enrollment should be completed within one sitting, as the e-form does not allow you to save your enrollment and complete it at a later date.

When enrolling in ACH funds transfer, you will need to reference the following information:
- Name of Hennepin County department requesting the W-9: Hennepin Health
- W-9
  - Legal Business Name
  - Doing Business As Name
  - Tax ID
  - Type of Business (Sole Practitioner, LLC, Corp, PLLC)
- NAICS code(s): North American Industry Classification System (NAICS) is used by Federal statistical agencies in classifying businesses for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy

NAICS	NAICS Title	Common Keywords
812990 ⬀	All Other Personal Services ⬀	Doula services (providing coaching and support during childbirth) ⬀

- Remittance address and phone number for payment and tax forms
- Business email address
- Copy of voided check

Approximate time to complete: 15 minutes

Approximate time to receive confirmation: 2 weeks

Step 7: Hennepin Health provider registration – registering in the network

This process is managed by Hennepin Health for the purpose of network registration, claims processing and updating our provider directory. This is unrelated to the ACH funds transfer process managed by the Hennepin County Office of Business and Finance.

For our doula services provider network, Hennepin Health accepts all DHS enrolled doula providers. This means that doulas are <u>not</u> required to be contracted with Hennepin Health in order to be reimbursed for serving our members.

Registration requirements vary by health plan; the forms below are specific to Hennepin Health.

Please complete the Non-Network Provider Information Form and either complete the Hennepin Health W-9 or submit a copy of your W-9. Submit completed forms to hhnetworkmanagement@hennepin.us.

Approximate time to complete: 10-15 minutes

Approximate time to receive confirmation: Forms deemed complete and accurate will be processed within 45 calendar days of receipt

Providers who would like to contract with Hennepin Health can initiate that process here, under "how to apply": Request to be a contracted provider | Hennepin Health.

For more information, visit the Hennepin Health website or call provider services at 612-596-1036 (press 2).