

## MINNESOTA PROVIDER SCREENING AND ENROLLMENT (MPSE) PORTAL TRAINING

The MPSE portal is the web-based system providers will use to submit and manage their enrollment records and requests for Minnesota Health Care Programs (MHCP). MHCP offers questions and answers sessions weekly and live instructor-led training webinars on specific topics. On this page, there is a link to the MPSE FAQ and links to online video tutorials that will walk you through specific MPSE features.

### MPSE Portal Daily Technical Assistance Session

The focus during the daily sessions will be as follows:

- *Mondays, Wednesdays and Fridays: Questions related to completing off-cycle revalidation navigation for high-risk providers using MPSE. ([Revalidation FAQ](#))*
- *Tuesdays and Thursdays: General navigation questions about using MPSE.*

Questions brought to these sessions should be about navigation and general technical questions about the MPSE portal. Questions will be answered in a group setting. Questions that include provider identifying information will not be answered. Questions will be answered in the order they are received and may use a live demonstration in the MPSE portal whenever possible, but MPSE questions not requiring a live demonstration are also welcome.

Each daily session will be held **from 1 to 1:30 p.m.** on the Microsoft Teams platform. There is no fee or registration required for each session and the link to join is the same for each session. Click the following link to join the online meeting.

[Join the MPSE Technical Assistance Session](#)

### South Country Provider Contact Center

**1-888-633-4055**

**Hours: 8 a.m. - 4:30 p.m.**





## Bulletin/Update

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage

Authorization verification

Website questions

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General information

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.