

Service Authorization Reporting Template

HealthPartners

February 28, 2020

Description for use:

- This document provides an overview of the waiver service authorization process by program: Minnesota Senior Health Option (MSHO), Minnesota Senior Care Plus (MSC+), Special Needs Basic Care (SNBC) and Families and Children (F and C).
- The Service Authorization Reporting template is used in conjunction with the managed care service authorization request process for each managed care organization.
- When a member is on a home and community-based waiver and enrolled in an MCO, there must be communication between the waiver case manager and the MCO to ensure appropriate services are provided and to avoid duplication of assessments, services and effort.
- The Service Authorization Reporting template addresses key questions and provides clear roles and responsibilities on behalf of the MCO, provider and case manager throughout the service authorization process. For example, providers may have to obtain a service authorization from the MCO before providing certain services. This may be needed so the MCO can set up their claims payment system to pay for the service.

Note: For more information on tribal-provided services or items, contact the tribal case manager.

Service Authorization Process: Minnesota Senior Health Option (MSHO)

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI or DD waiver services, but must communicate with the county or tribe waiver case manager because of waiver budget monitoring.

[Information on MA State Plan services](#)
[Information on the Elderly Waiver](#)

[Information on MA State Plan home care](#)
[Information on MSHO](#)

Service Authorization Process: MSHO with Elderly Waiver

Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Anyone	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone	Contact tribal case manager
Who can approve an authorization request?	Medical Policy Prior Authorization Team	MSHO Care Coordinator	MSHO Care Coordinator	MSHO Care Coordinator	Not applicable for MCO
Who can deny an authorization request?	HealthPartners Medical Director	MSHO Care Coordinator	MSHO Care Coordinator	MSHO Care Coordinator	Not applicable for MCO
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Fax Prior Authorization Request Application (located on HealthPartners Provider Portal) to: 952-853-8712	Not applicable	Not applicable	Hp_mshomsc_cc@healthpartners.com	Contact tribal case manager
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable	Not applicable	Complete/submit HP Benefit Exception Inquiry Form on HealthPartners Pro	Contact tribal case manager

				vider Portal	
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Prior Authorization Team	MSHO Care Coordinator	MSHO Care Coordinator	MSHO Care Coordinator	Contact tribal case manager
Who from the MCO consults with the care coordinator or tribal case manager PRIOR to making the authorization determination?	Medical Policy Prior Authorization Team	Not applicable – MCO determines the authorization	Not applicable – MCO determines the authorization	Not applicable – MCO determines the authorization	Not applicable for MCO
Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the care coordinator or tribal case manager of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
How does the care coordinator or tribal case manager notify the MCO of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable – MCO determines the auth	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Contact tribal case manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Contact tribal case manager

To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Provider directory:	www.healthpartners.com/msho	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Not applicable

Service Authorization Process: MSHO with CAC, CADI, BI or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI or DD waiver services, but must communicate with the county or tribe waiver case manager because of waiver budget monitoring

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on the Elderly Waiver](#)

[Information on MSHO](#)

Note:

- An asterisk (*) indicates that the MCO will pay for state plan services while receiving services through the CADI, CAC, BI or DD programs.
- For MSHO enrollees, the waiver case manager will communicate with the MCO using the Recommendation for State Plan Home Care Services form (DHS-5841) for authorization and payment of these services.
 - The state plan home health aide, skilled nursing, personal care assistance (PCA), therapies and home care nursing, along with state plan durable medical equipment (DME) or supplies are paid by the MSHO or MSC+ MCOs.
 - Providers should contact the appropriate MCO for billing instructions for the state plan MA home care services.
 - Fee-for-service (FFS) continues to pay for all waiver services and for extended home care services. Enter these services into MMIS Service Agreement.

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager/Care Coordinator	Member, Authorized Representative, Provider, Case Manager/Care Coordinator	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Anyone	Member, Authorized Representative, Provider, Case Manager/Care Coordinator	Member, Authorized Representative, Provider, Case Manager/Care Coordinator	Anyone	Contact tribal case manager
Who can approve an authorization request?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MCO MSHO Care Coordinator	Contact tribal case manager

Who can deny an authorization request?	HealthPartners Medical Director	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MSHO Care Coordinator	Contact tribal case manager
Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Fax Prior Authorization Request Application (located on HealthPartners Provider Portal) to: 952-853-8712	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Hp_mshomsc_cc@healthpartners.com	Contact tribal case manager
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Complete/submit HP Benefit Exception Inquiry Form on HealthPartners Provider Portal	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MSHO Care Coordinator	Contact tribal case manager
Who from the MCO consults with the waiver or tribal case manager PRIOR to making the authorization determination?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe	Not applicable for MCO. Contact the county or tribe.	MSHO Care Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the waiver or tribal case manager of the authorization decision?	DHS-5841 Recommendation for State Plan Home Care Service form	DHS-5841 Recommendation for State Plan Home Care Service form	DHS-5841 Recommendation for State Plan Home Care Service form	DHS-5841 Recommendation for State Plan Home Care Service form	Not applicable

How does the waiver or tribal case manager notify the MCO of the service authorization decision?	Not applicable – MCO determines auth	Not applicable – MCO determines auth	Not applicable – MCO determines auth	Not applicable – MCO determines auth	Not applicable
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable – MCO Manages the auth	Waiver case manager	Waiver case manager	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Contact tribal case manager
For billings or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Contact tribal case manager
To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	Not applicable
Provider directory:	www.Healthpartners.com/msho	Not applicable	Not applicable	Member Services: (952) 967-7029	Not applicable

Service Authorization Process: MSHO Without a Waiver

[Information on MA State Plan services](#) [Information on MSHO](#)

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Not applicable - no waiver	Not applicable - no waiver	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Anyone	Not applicable - no waiver	Not applicable - no waiver	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can approve an authorization request?	Medical Policy Prior Authorization Team	Not applicable - no waiver	Not applicable - no waiver	MSHO Care Coordinator	Not applicable for MCO
Who can deny an authorization request?	Medical Policy Prior Authorization Team	Not applicable - no waiver	Not applicable - no waiver	MSHO Care Coordinator	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Fax Prior Authorization Request Application (located on HealthPartners Provider Portal) to: 952-853-8712	Not applicable – no waiver	Not applicable – no waiver or extended services	Not applicable- MCO manages auth	Not applicable for MCO
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable – no waiver	Not applicable – no waiver or extended services	Not applicable- MCO manages auth	Not applicable for MCO
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Prior Authorization Team	Not applicable – no waiver	Not applicable – no waiver or extended services	MSHO Care Coordinator	Tribal case manager

Who from the MCO consults with the care coordinator or tribal case manager PRIOR to making the authorization determination?	Medical Policy Prior Authorization Team	Not applicable – no waiver	Not applicable – no waiver or extended services	MCHO Care Coordinator	Not applicable for MCO
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the care coordinator or tribal case manager of the authorization decision?	Not applicable – MCO determines the auth	Not applicable – no waiver	Not applicable – no waiver or extended services	Not applicable – MCO manages auth	Not applicable
How does the care coordinator or tribal case manager notify the MCO of the authorization decision?	Not applicable-MCO manages auth	Not applicable – no waiver	Not applicable – no waiver or extended services	Not applicable – MCO manages auth	Not applicable
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable – MCO determines the decision	Not applicable – no waiver	Not applicable – no waiver	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Contact tribal case manager
For billing or claims authorization information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Contact tribal case manager
To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	Not applicable
Provider directory:	www.healthpartners.com/msho	Not applicable	Not applicable	Member Services: (952) 967-7029	Not applicable

Service Authorization Process: Minnesota Senior Care Plus (MSC+)

When a member is on a waiver, there must be communication between the care coordinator and the MCO for state plan, extended and waiver services to ensure appropriate services and avoid duplication of assessments, services and effort.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on the Elderly Waiver](#)

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with Elderly Waiver

Request for authorization of a service or item	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Anyone	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can approve an authorization request?	Medical Policy Prior Authorization Team	MSC+ Care Coordinator	MSC+ Care Coordinator	MSC+ Care Coordinator or Member Services	Contact tribal case manager
Who can deny an authorization request?	Medical Policy Prior Authorization Team	MSC+ Care Coordinator	MSC+ Care Coordinator	MSC+ Care Coordinator	Contact tribal case manager
Steps to request an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Fax Prior Authorization Request Application (located on HealthPartners Provider Portal) to: 952-853-8712	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Contact tribal case manager

What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Coordinator	MSC+ Care Coordinator	MSC+ Care Coordinator	MSC+ Care Coordinator	Contact tribal case manager
Who from the MCO consults with the care coordinator or tribal case manager prior to making the authorization determination?	Medical Policy Coordinator	MSHO/MSC+ Supervisor	MSHO/MSC+ Supervisor	MSHO/MSC+ Supervisor	Not applicable for MCO
Steps to share an authorization	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the care coordinator or tribal case manager of the authorization decision?	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable	Not applicable
How does the care coordinator or tribal case manager notify the MCO of the authorization decision?	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable - MCO determines the auth	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Elderly Waiver service	Elderly Waiver extended state plan home care services	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Contact tribal case manager

For billing or claims authorization information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Contact tribal case manager
To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	Not applicable
Provider directory:	www.healthpartners.com/msho	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Not applicable

Service Authorization Process: Minnesota Senior Care Plus (MSC+) with CAC, CADI, BI or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI or DD waiver services, but must communicate with the county or tribe waiver case manager because of waiver budget monitoring

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

Notes:

- An asterisk (*) indicates that the MCO will pay for state plan services while receiving services through the CADI, CAC, BI or DD programs.
- For MSC+ enrollees, the waiver case manager will communicate with the MCO using the Recommendation for State Plan Home Care Services form (DHS-5841) for authorization and payment of these services.
 - The state plan home health aide, skilled nursing, personal care assistance (PCA), therapies and home care nursing, along with state plan durable medical equipment (DME) or supplies are paid by the MSC+ MCOs.
 - Providers should contact the appropriate MCO for billing instructions for the state plan MA home care services.
 - Fee-for-service (FFS) continues to pay for all waiver services and for extended home care services. Enter these services into MMIS Service Agreement.

Request for authorization of a service or item	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Anyone	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone	Contact tribal case manager
Who can approve an authorization request?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MSC+ Care Coordinator	Contact tribal case manager
Who can deny an authorization request?	Medical Policy Prior Authorization Team, Medical Director	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MSC+ Care Coordinator	Contact tribal case manager

Steps to request an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Fax Prior Authorization Request Application (located on HealthPartners Provider Portal) to: 952-853-8712	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Hp_mshomsc_cc@healthpartners.com	Contact tribal case manager
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Complete/submit HP Benefit Exception Inquiry Form on HealthPartners Provider Portal	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MSC+ Care Coordinator	Contact tribal case manager
Who from the MCO consults with the waiver or tribal case manager PRIOR to making the authorization determination?	Medical Policy Prior Authorization Team	Not applicable for MCO	Not applicable for MCO	MSC+ Care Coordinator	Not applicable for MCO - tribe responsibility
Steps to share an authorization	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the waiver or tribal case manager of the authorization decision?	Not applicable - MCO determines the auth	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	DHS-5841 Recommendation for State Plan Home Care Service form	Not applicable
How does the care coordinator or tribal case manager notify the MCO of the service authorization decision?	Not applicable - MCO determines the auth	DHS-5841 Recommendation for State Plan Home Care Service form.	DHS-5841 Recommendation for State Plan Home Care Service form	DHS-5841 Recommendation for State Plan Home Care Service form	Not applicable

Whom does the MCO contact for information on state plan home care authorizations?	Not applicable - MCO determines the auth	Not applicable	Waiver case manager	Not applicable	Not applicable for MCO
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Contact tribal case manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883-7699	Contact tribal case manager
To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	Not applicable
Provider directory:	www.healthpartners.com/spp	Not applicable	Not applicable	Member Services: (952) 967-7029	Not applicable

Service Authorization Process: Minnesota Senior Care Plus (MSC+) Without a Waiver

[Information on MA State Plan services](#) [Information on MSHO](#)

[Information on MA State Plan services](#) [Information on MSHO](#)

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Not applicable - no waiver	Not applicable - no waiver	Member, Authorized Representative, Provider, Case Manager	Anyone
Who can recommend a service or item?	Anyone	Not applicable - no waiver	Not applicable - no waiver	Anyone	Contact tribal case manager
Who can approve an authorization request?	Medical Policy Prior Authorization Team	Not applicable - no waiver	Not applicable - no waiver	MSC+ Care Coordinator	Not applicable for MCO
Who can deny an authorization request?	Medical Policy Prior Authorization Team	Not applicable - no waiver	Not applicable - no waiver	MSC+ Care Coordinator	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Fax Prior Authorization Request Application (located on HealthPartners Provider Portal) to: 952-853-8712	Not applicable - no waiver	Not applicable - no waiver	Not applicable-MCO manages auth	Contact tribal case manager
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable - no waiver	Not applicable - no waiver	Not applicable-MCO manages auth	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization	Medical Policy Prior Authorization Team	Not applicable - no waiver	Not applicable - no waiver	Not applicable-MCO manages auth	Contact tribal case manager

determination?					
Who from the MCO consults with the care coordinator or tribal case manager PRIOR to making the authorization determination?	Medical Policy Prior Authorization Team	Not applicable - no waiver	Not applicable - no waiver	Not applicable- MCO manages auth	Not applicable
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the care coordinator or tribal case manager of the authorization decision?	Not applicable- MCO manages auth	Not applicable - no waiver	Not applicable - no waiver	Not applicable- MCO manages auth	Not applicable
How does the care coordinator or tribal case manager notify the MCO of the service authorization decision?	Not applicable- MCO manages auth	Not applicable - no waiver	Not applicable - no waiver	Not applicable- MCO manages auth	Not applicable
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable- MCO manages auth	Not applicable	Not applicable	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Member Services: (952) 967-7029	Contact tribal case manager
For billing or claims information or issues, contact:	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883- 7699	Claims Customer Service: (952) 883-7699	Claims Customer Service: (952) 883- 7699	Contact tribal case manager

To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	HealthPartners Provider Portal	Not applicable
Provider directory:	www.healthpartners.com/spp	Not applicable	Not applicable	Member Services: (952) 967-7029	Not applicable

Service Authorization Process: Special Needs BasicCare (SNBC)

Service Authorization Process: Special Needs BasicCare (SNBC) with CAC, CADI, BI or DD Waiver

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI or DD waiver services, but must communicate with the county or tribe waiver case manager because of waiver budget monitoring

[Information on MA State Plan services](#)
[Information on CAC, CADI, BI and DD waivers](#)

[Information on MA State Plan home care](#)
[Information on Special Needs BasicCare](#)

Notes:

- An asterisk (*) indicates that the MCO will pay for state plan services while receiving services through the CADI, CAC, BI or DD programs.
- For MSC+ enrollees, the waiver case manager will communicate with the MCO using the Recommendation for State Plan Home Care Services form (DHS-5841) for authorization and payment of these services.
 - The state plan home health aide, skilled nursing, personal care assistance (PCA), therapies and home care nursing, along with state plan durable medical equipment (DME) or supplies are paid by the MSC+ MCOs.
 - Providers should contact the appropriate MCO for billing instructions for the state plan MA home care services.
 - Fee-for-service (FFS) continues to pay for all waiver services and for extended home care services. Enter these services into MMIS Service Agreement.

Request for authorization of a service or item	*State plan home care - SNV, HHA, therapies	State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Contact tribal case manager
Who can recommend a service or item?	Anyone	Anyone	Member, Authorized Representative, Provider, Case Manager	Member, Authorized Representative, Provider, Case Manager	Anyone	Contact tribal case manager
Who can approve an authorization request?	HealthPartners Care Coordination or Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	HealthPartners Care Coordination or Medical Policy Coordinator	Not applicable for MCO

Who can deny an authorization request?	HealthPartners Care Coordination or Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	HealthPartners Care Coordination Staff	Not applicable for MCO
Steps to request an authorization	*State plan home care - SNV, HHA, therapies	State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712 or fax to Care Coordination at (952)853-8723	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Care Coordination: fax to: (952)853-8723 Email: HPSNBC_DCMAUTHS@HealthPartners.com	Contact tribal case manager
What form and other information must be included in the request?	DHS 5841 & any assessment results to support the request	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Benefit Exception Inquiry form available on the SNBC Care Coordination Provider Portal	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization determination?	HealthPartners Care Coordination or Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	HealthPartners Care Coordination Staff	Contact tribal case manager
Who from the MCO consults with the waiver or tribal case manager PRIOR to making the authorization determination?	HealthPartners Care Coordination or Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	HealthPartners Care Coordination Staff	Not applicable for MCO

Steps to share an authorization	*State plan home care - SNV, HHA, therapies	State plan home care – HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the waiver or tribal case manager of the authorization decision?	DHS 5181 is faxed to Waiver Case Manager	Not applicable for MCO. This is a county or tribe responsibility.	Not applicable for MCO. This is a county or tribe responsibility.	Not applicable for MCO. This is a county or tribe responsibility.	Benefit Exception Inquiry form available on the SNBC Care Coordination Provider Portal	Not applicable for MCO
How does the waiver or tribal case manager notify the MCO of the service authorization decision?	DHS 5181 is faxed to HealthPartners SNBC Care Coordination team at (952) 853-8723	DHS 5181 is faxed to HealthPartners SNBC Care Coordination team at (952) 853-8723	DHS 5181 is faxed to HealthPartners SNBC Care Coordination team at (952) 853-8723	DHS 5181 is faxed to HealthPartners SNBC Care Coordination team at (952) 853-8723	Not applicable	DHS 5181 is faxed to HealthPartners SNBC Care Coordination team at (952) 853-8723
Whom does the MCO contact for information on state plan home care authorizations?	Not Applicable, MCO determines authorization	Waiver care manager	Not applicable	Waiver case manager	Not applicable	Not applicable
Payment, billings, claims	*State plan home care - SNV, HHA, therapies	*State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998 or (866) 885-8880	Not applicable to the MCO. Contact county/tribe	Not applicable to the MCO. Contact county/tribe	Not applicable to the MCO. Contact county/tribe	Care Coordination: Phone: (952) 883-6729 or (844) 363-8719 Fax: (952) 853-8723	Contact tribal case manager
For billing or claims information or issues, contact:	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Not applicable to the MCO. Contact county/tribe	Not applicable to the MCO. Contact county/tribe	Not applicable to the MCO. Contact county/tribe	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Contact tribal case manager

To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	Not applicable	Not applicable	Not applicable	HealthPartners Provider Portal	Not applicable
Provider directory:	www.Healthpartners.com/spp	Not applicable	Not applicable	Not applicable	Member Services at (952) 967-7998 or (866) 885-8880	Not applicable

Service Authorization Process: Special Needs BasicCare (SNBC) Without a Waiver

[Information on MA State Plan services](#)

[Information on MA State Plan home care](#) [Information on Special Needs Basic Care](#)

Request for authorization of a service or item	*State plan home care - SNV, HHA, therapies	State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Anyone	Not applicable - no waiver	Not applicable - no waiver	Anyone	Anyone
Who can recommend a service or item?	Anyone	Anyone	Not applicable - no waiver	Not applicable - no waiver	SNBC Care Coordinator	Contact tribal case manager
Who can approve an authorization request?	HealthPartners Care Coordination or Medical Policy Coordinator	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	HealthPartners Care Coordinator Staff	Contact tribal case manager
Who can deny an authorization request?	HealthPartners Care Coordination or Medical Policy Coordinator	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	HealthPartners Care Coordinator Staff	Contact tribal case manager
Steps to request an authorization	*State plan home care - SNV, HHA, therapies	State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712 or fax to Care Coordination at (952)853-8723	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	Fax: 952-853-8723 Email: HPSNBC_DCMA_UTHS@HealthPartners.com	Contact tribal case manager

What form and other information must be included in the request?	DHS 5841 and any assessment results to support the request	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	Benefit Exception Inquiry form available on the SNBC Care Coordination Provider Portal	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization determination?	HealthPartners Care Coordination or Medical Policy Coordinator	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	HealthPartners Care Coordination or Medical Policy Coordinator	Tribal case manager
Who from the MCO consults with the waiver or tribal case manager PRIOR to making the authorization determination?	HealthPartners Care Coordination or Medical Policy Coordinator	Not applicable	Not applicable - no waiver	Not applicable - no waiver	HealthPartners Care Coordination or Medical Policy Coordinator	Not applicable
Steps to share an authorization	*State plan home care - SNV, HHA, therapies	State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
How does the MCO notify the waiver or tribal case manager of the authorization decision?	MCO faxes DHS 5841 to waiver case manager	MCO faxes DHS 5841 to waiver case manager	Not applicable - no waiver	Not applicable - no waiver	Benefit Exception Inquiry form available on the SNBC Care Coordination Provider Portal	Not applicable
How does the waiver or tribal case manager notify the MCO of the service authorization decision?	Not applicable	Not applicable	Not applicable - no waiver	Not applicable - no waiver	Not applicable	Not applicable
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable-MCO determines the auth	Contact the county or tribe	Not applicable - no waiver	Not applicable - no waiver	Not applicable	Not applicable

Payment, billings, claims	*State plan home care - SNV, HHA, therapies	*State plan home care - HCN, PCA	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998 or (866) 885-8880	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	Member Services: (952) 967-7998 or (866) 885-8880	Contact tribal case manager
For billing or claims information or issues, contact:	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Not applicable for MCO. Contact the county or tribe.	Not applicable - no waiver	Not applicable - no waiver	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Contact tribal case manager
To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	Not applicable	Not applicable	Not applicable	HealthPartners Provider Portal	Not applicable
Provider directory:	www.Healthpartners.com/spp	Not applicable	Not applicable	Not applicable	Member Services (952) 967-7998 or (866) 885-8880	Not applicable

Service Authorization Process: Families and Children (F&C)

The managed care organization (MCO) is generally not involved with authorization of the CAC, CADI, BI and DD waiver services, but must communicate with the county or tribal waiver case manager because of waiver budget monitoring.

[Information on MA State Plan Services](#)

[Information on MA State Plan home care](#)

[Information on CAC, CADI, BI and DD waivers](#)

Notes:

- An asterisk (*) indicates that the MCO will pay for state plan services while receiving services through the CADI, CAC, BI or DD programs.
- For MSC+ enrollees, the waiver case manager will communicate with the MCO using the Recommendation for State Plan Home Care Services form (DHS-5841) for authorization and payment of these services.
 - The state plan home health aide, skilled nursing, personal care assistance (PCA), therapies and home care nursing, along with state plan durable medical equipment (DME) or supplies are paid by the MSC+ MCOs.
 - Providers should contact the appropriate MCO for billing instructions for the state plan MA home care services.
 - Fee-for-service (FFS) continues to pay for all waiver services and for extended home care services. Enter these services into MMIS Service Agreement.

Service Authorization Process: Families and Children (F&C) with CAC, CADI, BI or DD Waiver

Request for authorization of a service or item	*State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Who can request an authorization?	Member, Authorized Representative , Provider, Case Manager	Member, Authorized Representative , Provider, Case Manager	Member, Authorized Representative , Provider, Case Manager	Member, Authorized Representative , Provider, Case Manager	Member, Authorized Representative , Provider, Case Manager
Who can recommend a service or item?	Member, Authorized Representative , Provider, Case Manager	Not applicable	Not applicable	Not applicable	Contact tribal case manager
Who can approve an authorization request?	Medical Policy Prior Authorization team and HealthPartners Medical Director	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Medical Policy Prior Authorization team and HealthPartners Medical Director	Contact tribal case manager
Who can deny an authorization request?	HealthPartners Medical Director	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	HealthPartners Medical Director	Contact tribal case manager

Steps to request an authorization	*State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712	Contact tribal case manager
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712	Contact tribal case manager
Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Medical Policy Prior Authorization Team	Contact tribal case manager
Who from the MCO consults with the care coordinator or tribal case manager prior to making the authorization determination?	Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	Medical Policy Prior Authorization Team	Not applicable for MCO
Steps to share an authorization	*State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the care coordinator or tribal case manager of the authorization decision?	DHS-5841 MCO faxes DHS 5841 form to waived case manager	Not applicable for MCO. Contact the county or tribe.	Not applicable for MCO. Contact the county or tribe.	MCO faxes DHS 5841 form to waived case manager	Contact tribal case manager
How does the care coordinator or tribal case manager notify the MCO of the authorization decision?	Not applicable	DHS-6037 or by contacting the Medical Policy Prior Authorization Team	Not applicable for MCO. Contact the county or tribe.	Not applicable	Not applicable for the MCO.

Whom does the MCO contact for information on state plan home care authorizations?	Waiver case manager	Not applicable	Waiver case manager	Not applicable	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact:	Member Services: (952) 967-7998 or (866) 885-8880	Not applicable for MCO. Contact the County/Tribe	Not applicable for MCO. Contact the County/Tribe	Member Services: (952) 967-7998 or (866) 885-8880	Contact tribal case manager
For billings or claims information or issues, contact:	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Not applicable for MCO. Contact the County/Tribe	Not applicable for MCO. Contact the County/Tribe	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Contact tribal case manager
To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	Not applicable	Not applicable	HealthPartners Provider Portal	Not applicable
Provider directory:	www.healthpartners.com/spp	Not applicable	Not applicable	www.healthpartners.com/spp	Not applicable

Service Authorization Process: Families and Children (F&C) Without a Waiver

[Information on MA State Plan services](#) [Information on MSHO](#)

[Information on MA State Plan home care](#)

Request for authorization of a service or item	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal-provided service or item
Who can request an authorization?	Anyone	Not applicable - no waiver	Not applicable - no waiver	Anyone	Anyone
Who can recommend a service or item?	Anyone	Not applicable - no waiver	Not applicable - no waiver	Anyone	Contact tribal case manager
Who can approve an authorization request?	Medical Policy Coordinator	Not applicable - no waiver	Not applicable - no waiver	Medical Policy Coordinator	Not applicable for MCO
Who can deny an authorization request?	Medical Policy Coordinator	Not applicable - no waiver	Not applicable - no waiver	Medical Policy Coordinator	Not applicable for MCO
Steps to request an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
Where is the authorization request submitted?	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712	Not applicable - no waiver	Not applicable - no waiver	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712	Contact tribal case manager
What form and other information must be included in the request?	Prior Authorization Request Form on HealthPartners Provider Portal or fax to: (952)853-8712	Not applicable - no waiver	Not applicable - no waiver	Prior Authorization Request Application on HealthPartners Provider Portal or fax to: (952)853-8712	Contact tribal case manager

Who contacts the provider if additional information is needed to make the authorization determination?	Medical Policy Coordinator	Not applicable - no waiver	Not applicable - no waiver	Medical Policy Coordinator	Contact tribal case manager
Who from the MCO consults with the care coordinator or tribal case manager PRIOR to making the authorization determination?	Medical Policy Coordinator	Not applicable - no waiver	Not applicable - no waiver	Not applicable	Not applicable
Steps to share an authorization	State plan home care	Waiver service: EW, CAC, CADI, BI, DD	Waiver extended state plan home care services: EW, CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
How does the MCO notify the care coordinator or tribal case manager of the authorization decision?	MCO manages auth	Not applicable - no waiver	Not applicable - no waiver	MCO manages auth	Not applicable for MCO
How does the tribal care manager notify the MCO of the service authorization decision?	Not applicable	Not applicable - no waiver	Not applicable - no waiver	Not applicable - no waiver	Contact tribal case manager
Whom does the MCO contact for information on state plan home care authorizations?	Not applicable	Not applicable - no waiver	Not applicable - no waiver	Not applicable - no waiver	Not applicable
Payment, billing, claims	State plan home care	Waiver service: CAC, CADI, BI, DD	Waiver extended state plan home care services: CAC, CADI, BI, DD	MCO additional or supplemental service	Tribal provided service or item
For payment authorization information or issues, contact	Member Services: (952) 967-7998 or (866) 885-8880	Not applicable - no waiver	Not applicable - no waiver	Member Services: (952) 967-7998 or (866) 885-8880	Contact tribal case manager
For billing or claims information or issues, contact	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Not applicable for MCO. Contact the County/Tribe	Not applicable for MCO. Contact the County/Tribe	Claims Customer Services: (952) 883-7699 or (888) 663-6464	Contact tribal case manager

To apply to join the HealthPartners provider network:	HealthPartners Provider Portal	Not applicable	Not applicable	HealthPartners Provider Portal	Not applicable
Provider directory:	www.healthpartners.com/spp	Not applicable	Not applicable	www.healthpartners.com/spp	Not applicable