



Member Engagement

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Projects

1. One Pagers

- Medical Assistance
- MinnesotaCare
- Dental
- NEMT
- C&TC
- Telehealth
- Abortion

2. FFS Member Handbook

- [https://edocs.dhs.state.mn.us/lfserver/
Public/DHS-8646-ENG](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-8646-ENG)

3. Updated FFS Member Webpage

- mn.gov/dhs/ma-services



Medical Assistance (MA) Dental Services

MA members are eligible for dental care

This flyer describes basic dental services MA covers. If you have more questions about what specific services MA pays for, contact Health Care Consumer Support.

Visit our website for more information: mn.gov/dhs/health-care/fee-for-service/

How to get dental care through MA

- 1 Establish care with a dentist.** Dentists often have very long wait lists so establish care with a dentist before you have urgent dental needs. Search for a dentist using the [MHCP provider directory](#). Ask the dentist if they are accepting new MA patients.
- 2 Plan for your visit.** If you need interpreter services, request them when you call the dental office. Transportation services to and from appointments may be available. Bring your MHCP member ID card to your visit.
- 3 Special circumstances.** Special care dental clinics are available for members with developmental and intellectual disabilities, severe mental illness and traumatic brain injuries.



Health Care Consumer Support
Monday – Friday, 8:00 a.m. – 4:00 p.m.
651-297-3862 or 800-657-3672



Members do not have
cost-sharing for approved
covered dental services.



Covered services that do not require prior approval:

- Dental check-ups (2 per year)
- Teeth cleaning (2 per year, up to 4 if dentist recommended)
- Fluoride treatments (2 per year)
- Sealants (once every 5 years for each permanent molar)
- X-rays and other images (varies by type)
- Fillings, root canals and removal of broken or infected teeth
- First full plate of dentures, denture adjustments and repairs
- Procedures to repair a mouth or jaw disease or injury



Covered services that require prior approval* from MA:

- Prefabricated crowns (varies by type)
- All partial dentures, and all full dentures after the first set
- Braces (orthodontics)
- Wisdom tooth extraction



Services and devices that are not covered by MA:

- Bleaching and other cosmetic services
- Most night guards and sports guards
- Most dental implants



Emergency dental care:

- If you have a dental emergency such as an infected or broken tooth, contact your dentist.
- If you cannot get an urgent appointment with your dentist, call your primary care doctor.
- Emergency rooms (ER) are a last resort for dental infection. ERs can treat the infection but cannot repair or pull teeth.

* Some services require a prior approval from MA. It is your dentist's responsibility to get approval before providing these services or treatments.

Medical Assistance and MinnesotaCare Fee-For-Service Member Handbook



SECTION 1: Contact Information

Who to call with questions

The Minnesota Department of Human Services (DHS) is committed to getting you the information you need when you need it. **This handbook is designed to answer many questions members have about their MHCP benefits.** If you cannot find the answers to your questions in this handbook, or you need to speak to a live person, use this chart to find the organization that can best help you. If you need a spoken language interpreter, just say “interpreter” when you call.

I lost my MHCP card

I need to report a change of address or phone number

I need to report a change in employment or income

I need to report a family change (pregnancy, divorce, marriage, etc.)

I have questions about my case or my eligibility

If your household has Medical Assistance (MA), **OR** has both MA and MinnesotaCare call your [county or tribe](#).

If your household has **ONLY** MinnesotaCare, call [HCCS](#).

I have questions about prescription drugs, such as coverage, claims, or prior authorizations

Call Prime Therapeutics at 844-575-7887

I need to find a doctor, clinic or other health care provider

I need to know if a service is allowed

I have questions about a claim, denial, payment or prior authorization (non-pharmacy only)

I need to pay my MinnesotaCare premium

Call HCCS at 800-657-3672

Contents of Member Handbook

- Section 1
- Who to Call and Contact Information
- Section 2
- Getting Started
- Section 3
- Understanding Your Costs
- Section 4
- Levels of Care
- Section 5
- Covered Services
- Section 6
- Member Rights and Responsibilities
- Section 7
- Resources for Your Wellness and Definitions

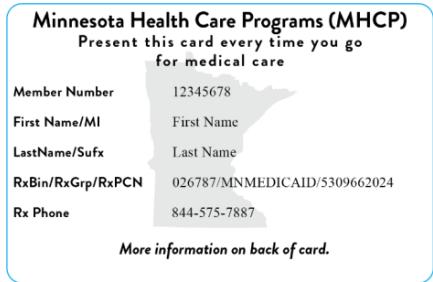
SECTION 2: Getting Started

Getting Started

Your MCHP member identification (ID) card

Your member ID card will arrive by mail four to six weeks after you enroll in MCHP. You will need your card when you schedule and attend health care appointments. Always carry your member ID card with you.

To replace your card: If you lose or misplace your member ID card, contact your county or tribe if you have MA; or HCCS if you have MinnesotaCare (see page 4 for info).



The following can be found on your MCHP member card:

- Your MCHP member number. Also referred to as your MA or MinnesotaCare number, PMI number or recipient number
- Your name
- Rx BIN (tells pharmacies where to bill for prescriptions)
- The DHS Health Care Consumer Support phone numbers
- Phone number and website for your health care provider to ask questions about eligibility

Find a health care provider

You can use the [MCHP online provider directory](#) to find health care providers in your network. You can also call Health Care Consumer Support at 651-297-3862 or 800-657-3672 for names of health care providers or to confirm if a health care provider is enrolled with MCHP. If you have other insurance coverage in addition to your MCHP, it is very important you read the "Other insurance coverage" section on page 11 before choosing a health care provider.

Schedule your appointment

Preventive care is the best way to maintain good health. Each enrolled member can schedule the following preventative care visits every calendar year:

- Annual check-ups
- Dental exam and cleaning
- Routine screenings depending on age (e.g. colonoscopy, mammography)

Call to schedule an appointment today!

Plan a ride

MCHP offers non-emergency medical transportation (NEMT) services if you need help getting to and from medical appointments. NEMT services are available for MA members or MinnesotaCare members who are under the age of 19 or are pregnant. Review our [NEMT flyer \(DHS-8573A\) \(PDF\)](#) to learn more. You can also go to page 49 in this handbook for more information.

Acupuncture

Description

Acupuncture involves the insertion of very thin needles through your skin at strategic points on your body to treat a variety of health conditions.

What is covered

MCHP covers up to 20 units of acupuncture services per calendar year as a treatment for the following health conditions or needs:

- Acute and chronic pain
- Anxiety
- Depression
- Insomnia
- Menstrual disorders
- Post-traumatic stress disorder
- Restless legs syndrome
- Schizophrenia

- Smoking cessation
- Nausea and vomiting associated with:
 - Post-operative procedures
 - Pregnancy
 - Cancer care
- Dry mouth (Xerostomia) associated with:
 - Sjogren's syndrome
 - Radiation therapy

What is not covered

MCHP does not cover acupuncture to treat the following health conditions or needs:

- Acne
- Allergies or Asthma
- Cold or influenza
- Drug or alcohol dependence
- Fatigue

- High blood pressure
- Infertility or sexual dysfunctions
- Nausea due to conditions other than surgery, pregnancy, or cancer care
- Weight loss

Additional information and authorization requirements

MCHP allows up to 20 units of acupuncture per calendar year without prior authorization. If more services are needed, the MCHP acupuncture provider must request prior authorization on your behalf.

How to access this covered service

- You do not need a referral or doctor's order to receive acupuncture services.
- To find an acupuncture services supplier in network, search the [MCHP provider directory](#). Under Type, choose 'Medical Specialties/Acupuncture.' Under Sub Type, choose 'Acupuncture.'
- Once you have found an acupuncture provider, call the office to ask if the service you are looking for is available.

Fee-for-service (FFS) Member Webpage

- We have a redesigned FFS member webpage:
 - mn.gov/dhs/ma-services



Fee for Service
Medical Assistance
and MinnesotaCare

Home > People we serve > Adults > Health care > Health care programs > Programs and services > Fee-for-service coverage

People we serve

- Adults
 - Economic assistance
 - Health care
 - Health care programs
 - A to Z
 - Contact us
 - Programs and services
 - Resources
 - Adult mental health
 - Alcohol, drugs and addictions
 - HIV
 - Online payments
 - Services
 - Children and families
 - People with disabilities
 - Seniors

Fee-for-service coverage for Medical Assistance and MinnesotaCare

This information is for people enrolled in Medical Assistance (MA) and MinnesotaCare who get medical services through fee-for-service coverage (county workers may use the term "straight MA"). This means that you will not be enrolled in a health plan. You need to see medical providers that are enrolled with the state and the state pays providers for each service they provide. Continue reading to see who to call for help, how to find a provider, and learn what services are covered.

What's New in Benefits and Coverage

[2025 Annual Benefits and Eligibility Notice for MHCP Members \(DHS-6525L\) \(PDF\)](#)

January 2026 changes:

- Home births are now covered for members when their doctor identifies them as low-risk for problems in pregnancy and delivery.
- Swim lessons are now covered for Medical Assistance members with a disability, who are under age 12, and receive Community First Services and Supports (CFSS) or Consumer-Directed

Quick links

[Medical Assistance flyer \(DHS-8573\) \(PDF\)](#)

[MinnesotaCare flyer \(DHS-8573C\) \(PDF\)](#)

[Dental Services flyer \(DHS-8573B\) \(PDF\)](#)

[Non-Emergency Medical Transportation flyer \(DHS-8573A\) \(PDF\)](#)

[Fee-For-Service Member Handbook \(DHS-8646\) \(PDF\)](#)

[Child and Teen Checkups \(C&TC\) flyer \(DHS-8573D\) \(PDF\)](#)

[Abortion Services flyer \(DHS-8573E\) \(PDF\)](#)



Thank You!

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