Managed Care Systems Portal

USER GUIDE

Contents

Managed Care Systems Portal

The Managed Care Systems section (MCS) at the Minnesota Department of Health (MDH) is tasked with regulating Health Maintenance Organizations (HMOs) and County Based Purchasers (CBPs) in Minnesota. Regulatory activities including supplemental annual reporting, updates to licensure documents, and quality assurance examinations.

MCS also reviews health care provider networks to make sure Minnesotans have adequate access to health care (Network Adequacy) for all individual and small group health plans in the state, including those regulated by the Department of Commerce. MCS also conducts network adequacy reviews for Pharmacy Benefit Managers (PBM) on behalf of the Department of Commerce.

MCS is in the process of creating a portal that will serve as a one-stop shop for all reporting.

This guide is intended for HMOs, CBPs, health insurance companies, and PBMs.

What the MCS Portal is used for

The MCS Portal will be used for HMOs, CBPs, Insurance Companies and PBMs to upload required documents and reports, rather than emailing them or using a cloud drive system. The MCS portal currently allows for.

- Network Adequacy Annual Filings
- HMO and CPB Annual Supplemental reporting
- Network adequacy provider file updates
- Network adequacy termination reports
- PBM Network Adequacy documents

In the future, the MCS Portal will allow entities to upload:

- Updates to HMO licensure documents
- Quality Assurance exam document and file uploads and exchanges
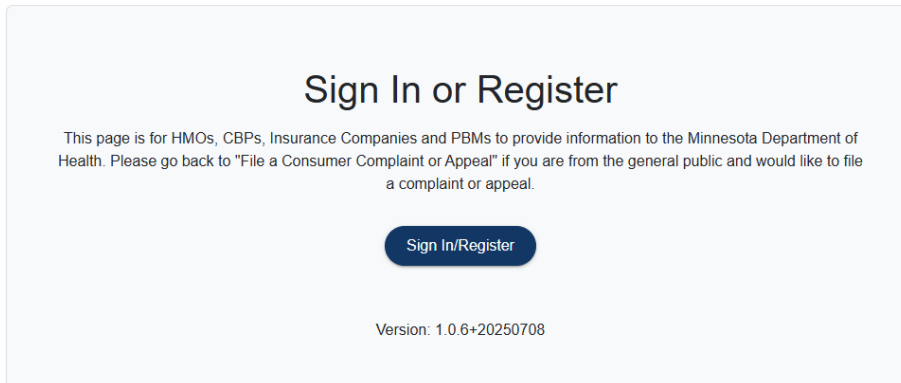
Signing in to the Portal

First time users: Registering for access

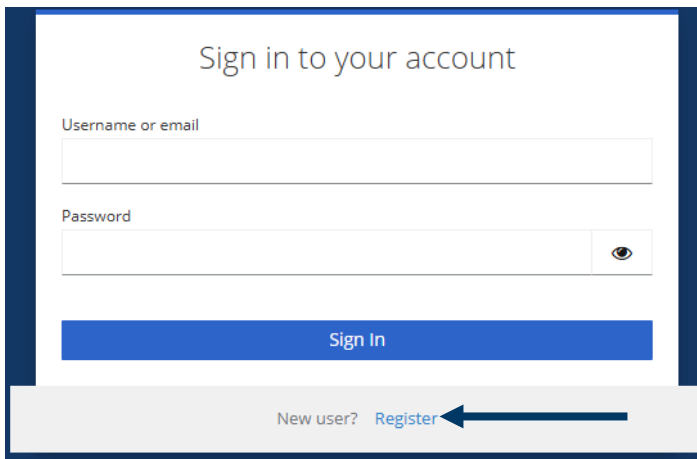The first time you enter the portal, you will need to register your name and email address.

1. Go to the Portal (mcs-portal.web.health.state.mn.us)

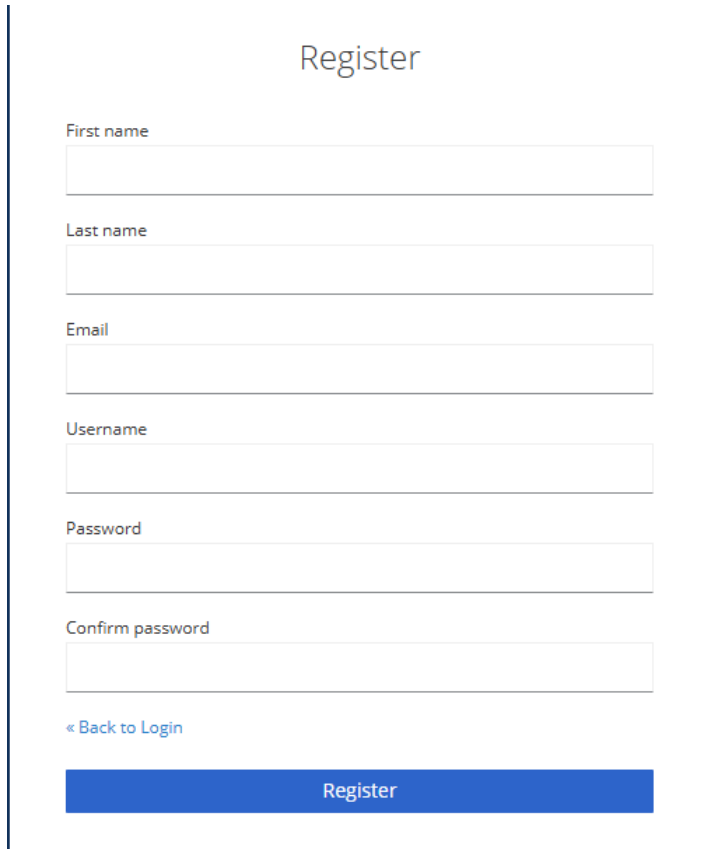2. Click on "MCS Portal Sign In for HMOs, CPBs, PBMs, and Insurance Companies"
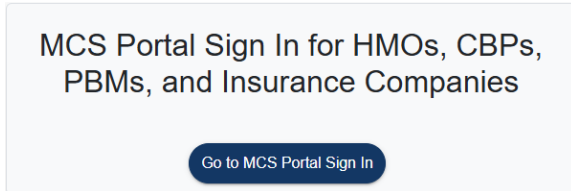
3. Click on "Sign in or Register"

4. Click "Register"

5. Enter the information when prompted. It is recommended that you use your email address as your username.

Register

First name

Last name

Email

Username

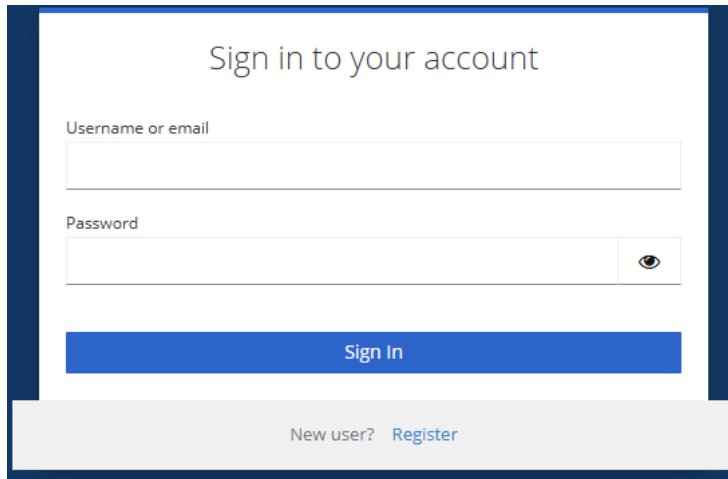Password

Confirm password

« Back to Login

Register

6. Click "Register"

7. Check your email, you will have an email from "MCS-portal" with the subject line "Verify your email'. Click on the link to verify your email. The link will expire within 30 minutes.

First time users: Associating Entities with your Account

The first time you sign into the portal, you will be prompted to associate entities (HMOs, insurance companies, PBMs) with your login. You will **not** be able to access any of the modules until you have completed this step. You can associate multiple entities with your email address. Please make sure to only associate entities that you work for. MDH will continually review which entities are associated with each email address.

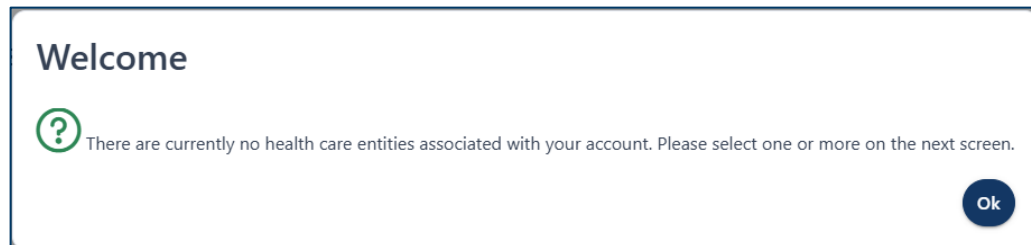1. Using your email address and the password you created, sign in to the portal

2. The first time you sign on, you will be prompted to add entities; click "ok"

3. Using the drop-down menus, select the entity type and the name of the entity you are associated with.

    a. Entity types are CBP, HMO, Insurance Company or PBM.

    b. The NAIC or PBM number will appear next to the entity name.

    c. Click "add entity"

4. You will receive a prompt that will allow you to add another entity, or indicate you are done. If you click "Done" you will be automatically returned to the home screen.

Entity added

Quartz Health Plan MN Corporation has been associated to your account. Would you like to add another?

Done   Add Another
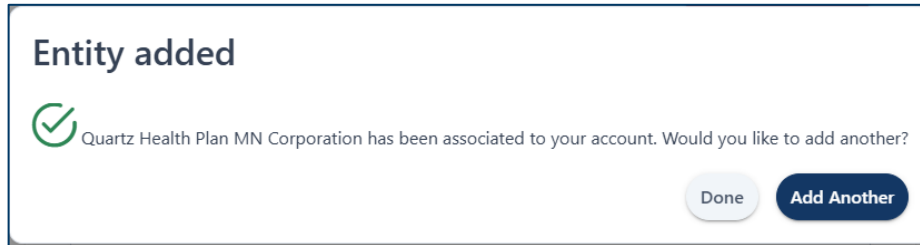
a. You will always be able to add or remove entities using the "manage account" link on the top right of your screen.

Manage Account   Home   Sign Out

My Affiliated Entities

Currently Associated Entities

Quartz Health Plan MN Corporation   Remove Entity

Navitus Health Solutions, LLC   Remove Entity

Add New Entity

Entity Type (required)

-- Select Entity Type --

Entity (required)

-- Select Entity --

By associating an entity to my account, I agree that I am an authorized agent representing the selected entity.

Add Entity   Cancel

5. Once you have entities associated with your account, the modules that are available to you will be displayed. The MCS Portal will be rolled out between May 2025 and June 2026; as new modules become available, they will be added to the home page.

Signing into the Portal

After you have registered as a user, you will log in directly each time you want to use the portal.

1. Go to the Portal (mcs-portal.web.health.state.mn.us)

2. Click on "MCS Portal Sign In for HMOs, CPBs, PBMs, and Insurance Companies"

MCS Portal Sign In for HMOs, CBPs,
PBMs, and Insurance Companies

Go to MCS Portal Sign In

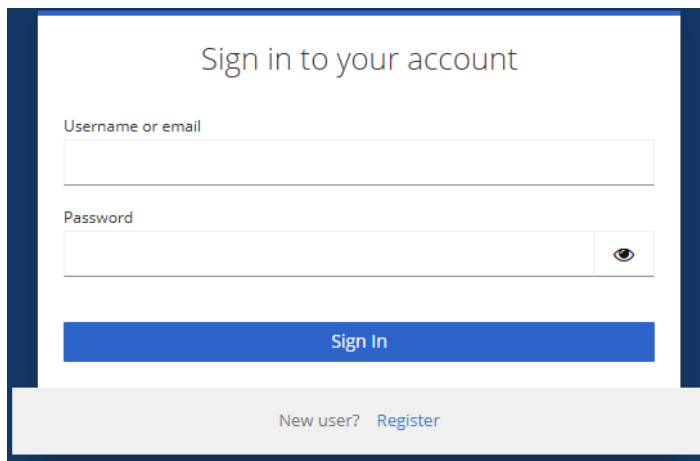3. Click on "Sign in or Register"

Sign In or Register

This page is for HMOs, CBPs, Insurance Companies and PBMs to provide information to the Minnesota Department of Health. Please go back to "File a Consumer Complaint or Appeal" if you are from the general public and would like to file a complaint or appeal.

Sign In/Register

Version: 1.0.6+20250708

4. Enter your username (email) and password

Sign in to your account

Username or email

Password

Sign In

New user?   Register

5. Click "sign in".

Network Adequacy

FOR: HMOS AND INSURANCE COMPANIES

Through the Network Adequacy module, you can submit required documents for the annual network review for the upcoming plan year, additional provider file submissions in October and February, and monthly provider terminations. For these options, click "Go to Network Adequacy" from the home page.
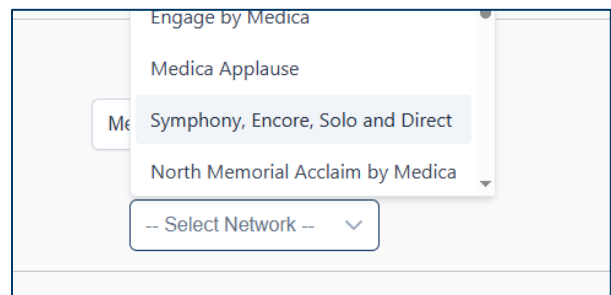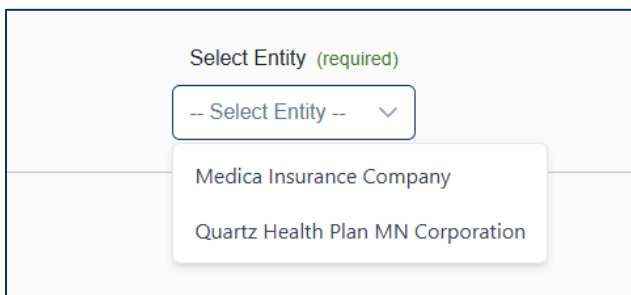
Network Adequacy

Go to Network Adequacy

Annual Network Review for Upcoming Plan Year

Annual Network Review for Upcoming Plan Year
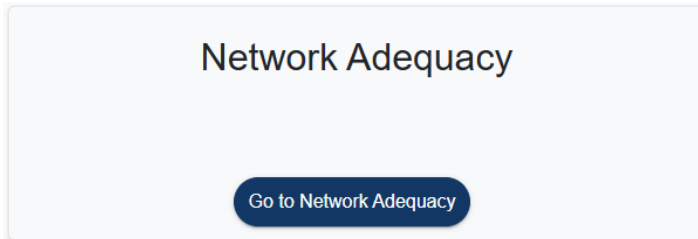
Go to Annual Network Review
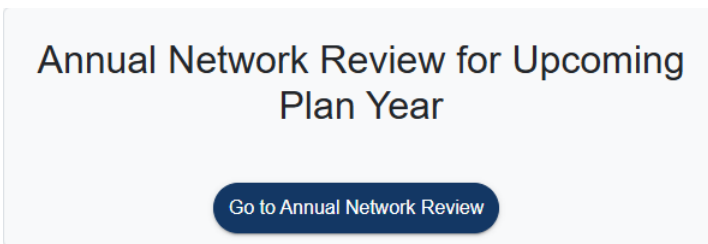
In this module, you will submit all Network Adequacy documents for the individual and small group market review that takes place each summer. Please refer to the Network Adequacy Filing Requirements website for updated information on due dates and file templates.

1. Click the "Go to Annual Network Review" button on the Network Adequacy page.
2. The page requires you to select an entity, and then a network.

Select Entity (required)

-- Select Entity --

Medica Insurance Company

Quartz Health Plan MN Corporation

Engage by Medica

Medica Applause

Symphony, Encore, Solo and Direct

North Memorial Acclaim by Medica

-- Select Network --

    a. Once you have selected and entity and a network, the Network ID will display on the screen.

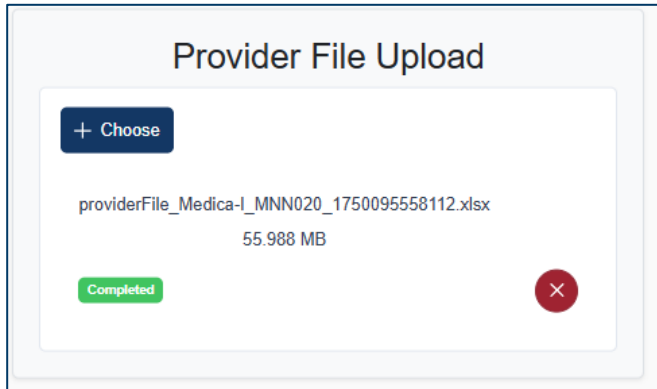   b. If you do not see your network, go to page 15 for instructions on how to request a new network be added.

3. If you have a new network, please contact the network adequacy team at health.managedcare@state.mn.us with the new network name and ID before files are due.

4. After you have selected an entity and network, you can upload required files. There is one upload box for each file that needs to be uploaded. You can either drag and drop or click on the "choose" button to select a file.

   a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.

   b. The upload box will automatically rename your file

   c. The upload box will have an orange box that says "pending" while the file is being uploaded; for larger files you will see a grey horizontal bar indicating the status of the upload, that will turn blue as the document is uploading


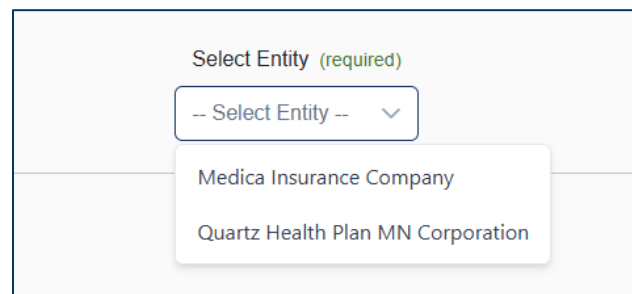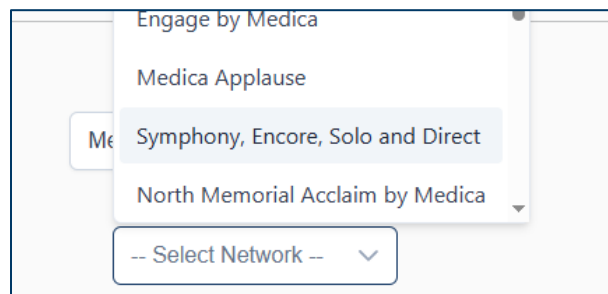   d. When the upload is complete, you will see a green box that says "completed".

   e.   If you want to delete an upload, simply click the red circle with an "x" next to the file name.

5. For the 2026 Plan Year, please upload the "Appointment Wait Times Survey" for each network in the "other" upload box.

6. Once all files have been uploaded, you are done. You may receive an email confirmation that your files were uploaded.

Provider File Updates
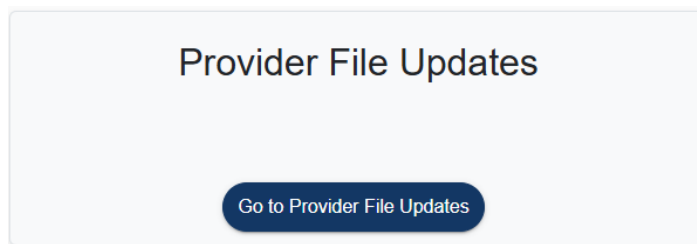
In this module, you will submit the provider file updates due on February 1st and October 1st each year. Please refer to the Network Adequacy Filing Requirements website for updated information on due dates and file templates.

1. Click the "Go to Provider File Updates" button under Annual Network Review for Upcoming Plan Year

2. The page requires you to select an entity, and then a network.

   a.   Once you have selected and entity and a network, the Network ID will display on the screen.

   b.   If you do not see your network, go to page 15 for instructions on how to request a new network be added.

3. After you have selected an entity and network, you can upload the Provider File. You can either drag and drop or click on the "choose" button to select a file.

   a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.

   b. The upload box will automatically rename your file

   c. The upload box will have an orange box that says "pending" while the file is being uploaded; for larger files you will see a grey horizontal bar indicating the status of the upload, that will turn blue as the document is uploading
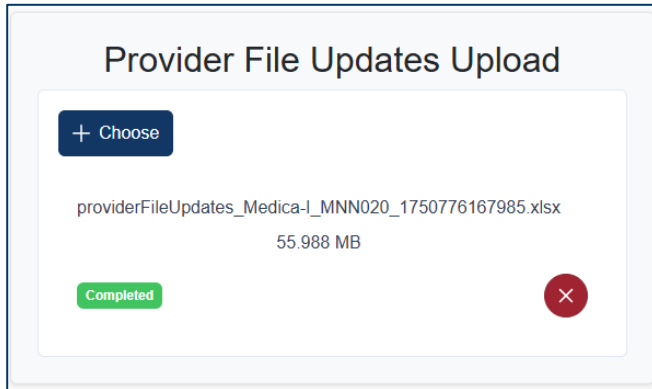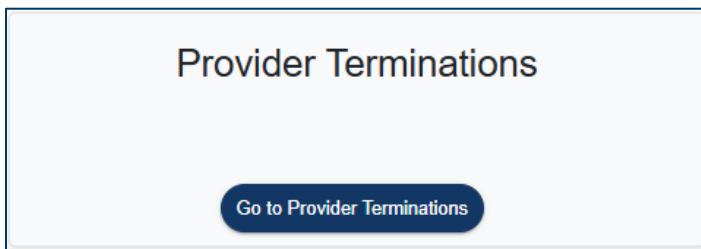

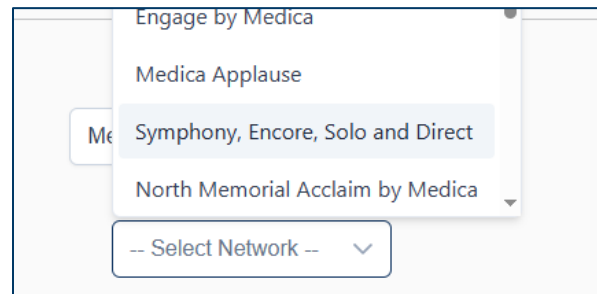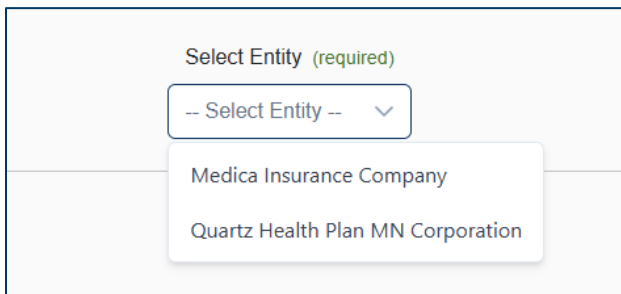   d. When the upload is complete, you will see a green box that says "completed".

e.   If you want to delete an upload, simply click the red circle with an "x" next to the file name.

4.   Once the files have been uploaded, you are done with this network. You may receive an email confirmation that your files were uploaded.

Provider Terminations

In this module, you will submit the provider termination lists due the first of each month. Please refer to the Network Adequacy Filing Requirements website for updated information on due dates and file templates.

1.   Click the "Go to Provider File Updates" button under Annual Network Review for Upcoming Plan Year

2.   The page requires you to select an entity, and then a network.

a.   Once you have selected and entity and a network, the Network ID will display on the screen.

b.   If you do not see your network, go to page 15 for instructions on how to request a new network be added.

3. After you have selected an entity and network, you can upload the Provider File. You can either drag and drop or click on the "choose" button to select a file.

    a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.

    b. The upload box will automatically rename your file

    c. The upload box will have an orange box that says "pending" while the file is being uploaded; for larger files you will see a grey horizontal bar indicating the status of the upload, that will turn blue as the document is uploading

   d. When the upload is complete, you will see a green box that says "completed".

e.   If you want to delete an upload, simply click the red circle with an "x" next to the file name.

4.   Once the files have been uploaded, you are done with this network. You may receive an email confirmation that your files were uploaded.

Adding a Network

The MCS Portal allows you to add a new network in all Network Adequacy module. After you add the Network, MCS staff will approve it, and you will be able to upload files for that network.

1.   After you select entity go to the bottom of the "select network" drop down and select "Not in the list ()"
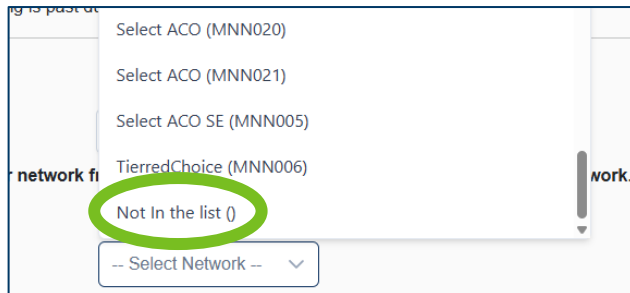
2.   Fill out the Network Name, Network ID (MNN0XX), and the type of network (Small Group, Individual or Dental).


3.   Click "Add Network"

4.   MCS staff will review and approve the network, and let you know when it is available for uploading files.

Network Adequacy for Pharmacy Benefit Manager (PBMs)

FOR: PHARMACY BENEFIT MANAGERS

This module is for Pharmacy Benefit Managers (PBMs) to submit required documents for annual network review. Please refer to the Network Adequacy section of the Pharmacy Benefit Manager Licensing website for updated instructions and file templates.
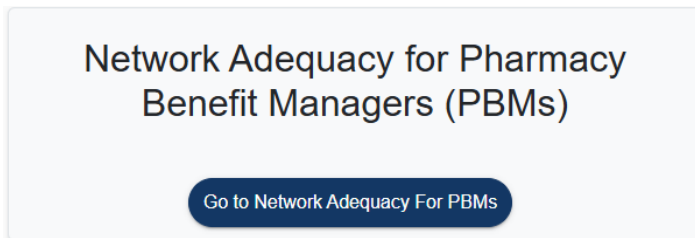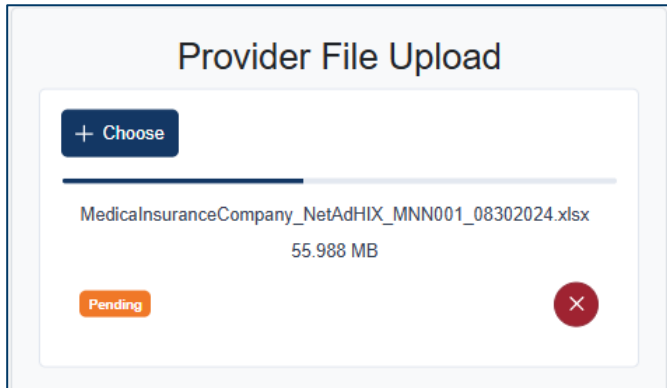

1. Click the "Network Adequacy for Pharmacy Benefit Managers" button on the home page.
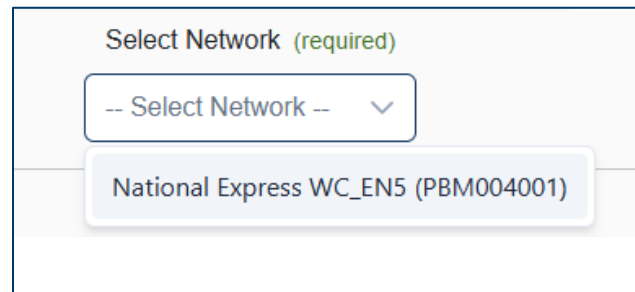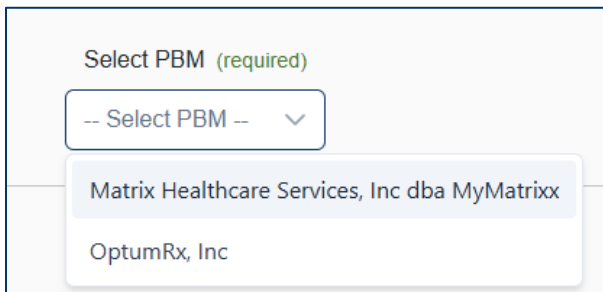
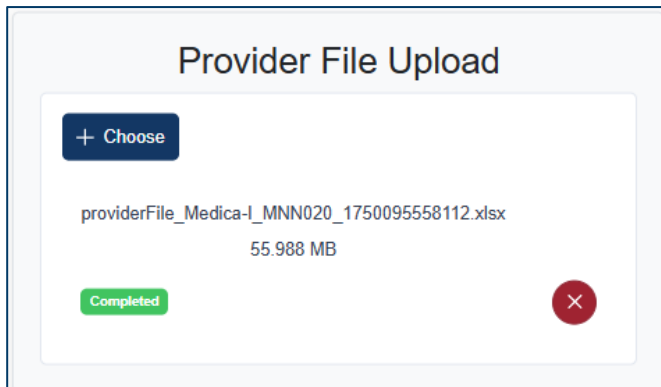2. The page requires you to select an entity, and then a network.

   a. Once you have selected and entity and a network, the Network ID will display on the screen.

   b. If you do not see your network, go to page 17 for instructions on how to request a new network be added.

3. After you have selected an entity and network, you can upload required files. There is one upload box for each file that needs to be uploaded. You can either drag and drop or click on the "choose" button to select a file.

   a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.

   b. The upload box will automatically rename your file

   c. The upload box will have an orange box that says "pending" while the file is being uploaded; for larger files you will see a grey horizontal bar indicating the status of the upload, that will turn blue as the document is uploading

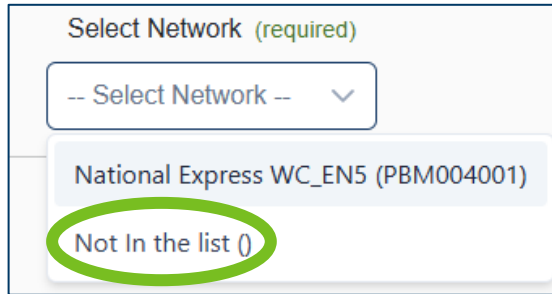   d. When the upload is complete, you will see a green box that says "completed".

   e. If you want to delete an upload, simply click the red circle with an "x" next to the file name.

4. Once all files have been uploaded, you are done. You may receive an email confirmation that your files were uploaded.

Adding a Network

The MCS Portal allows you to add a new network. After you add the Network, MCS staff will approve it, and you will be able to upload files for that network.

1. After you select entity go to the bottom of the "select network" drop down and select "Not in the list ()"
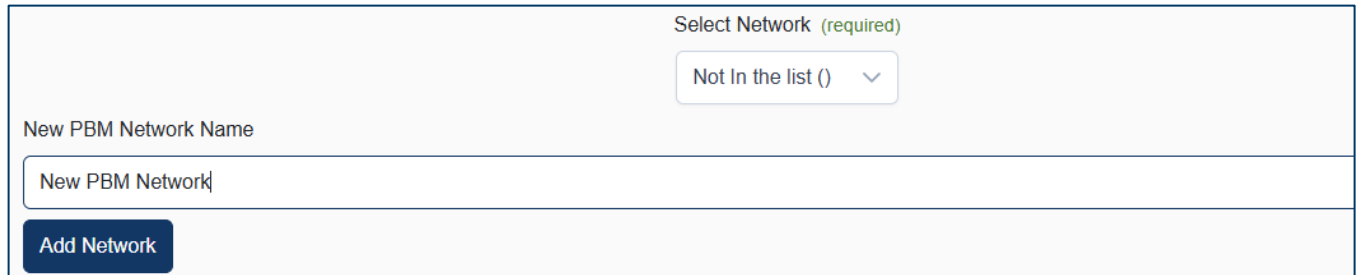
2. Fill out the Network Name.

3. Click "Add Network"

4. MCS staff will give the Network an ID number, review, approve the network, and let you know when it is available for uploading files.
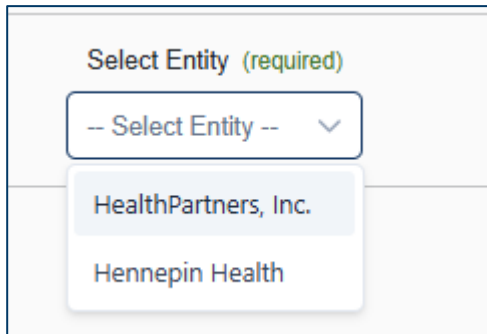
Annual Required Filings and Forms

FOR: HEALTH MAINTENANCE ORGANIZATIONS AND COUNTY BASED PURCHASERS

This module is for Health Maintenance Organizations (HMOs) and County Based Purchasers (CBPs) to submit annual supplemental forms due April 1st and July 1st to the Minnesota Department of Health.
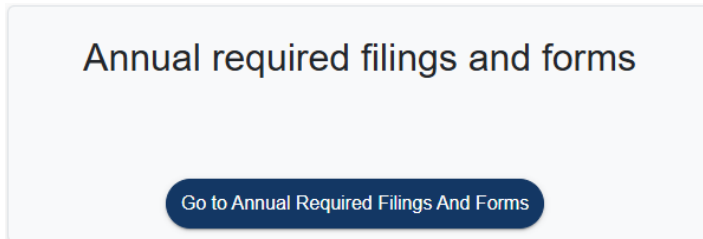
1. Click the "Go to Annual Required Filings and Forms" button on the home page

2. The page requires you to select an entity that you are submitting for.

    a. Only HMOs and CBPs may submit documents in this module.

    b. If your entity does not appear, click on "Managed Account" in the top right corner of the screen to ensure you have that entity associated with your account. Once you have selected and entity the upload boxes will appear on the screen.

3. After you have selected an HMO, you can upload required files. There is one upload box for each file that needs to be uploaded. The page is divided into two sections for April 1st and July 1st due dates. You can either drag and drop or click on the "choose" button to select a file.

   a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.

   b. The upload box will automatically rename your file

   c. The upload box will have an orange box that says "pending" while the file is being uploaded; for larger files you will see a grey horizontal bar indicating the status of the upload, that will turn blue as the document is uploading
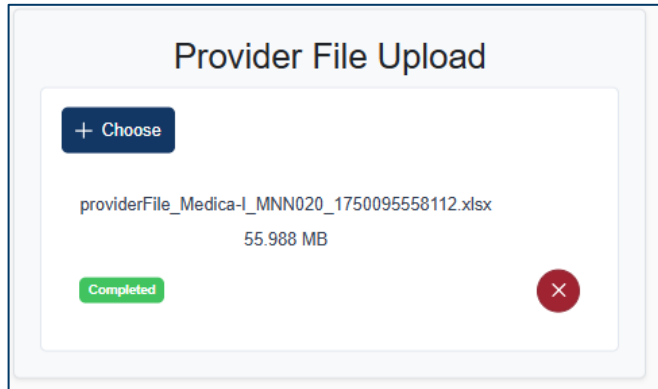

   d. When the upload is complete, you will see a green box that says "completed".

e.   If you want to delete an upload, simply click the red circle with an "x" next to the file name.

4.   Please upload the Statement of Revenue, Expenses and Net Income (Supplement 1), Reallocation of Expenses and Investment Income (Supplement 1a), and Complaint Category Reporting (if necessary) **by April 1st of each year**.

5.   Please upload the Enrollment report (Supplement 6) or the Enrollment Attestation Document (if you have no Minnesota enrollment) by **July 1st of each year**.

6.   Once all files have been uploaded, you are done. You may receive an email confirmation that your files were uploaded.

Known Issues

AUGUST 2025

The following are known issues with the MCS Portal. Updates are being made regularly, so they may be resolved before the instructions are updated.

There are currently no known issues