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# Managed Care Systems Portal

**USER GUIDE**

AUGUST 2025  
Portal Version Portal Version 1.0.7+20250804

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## 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

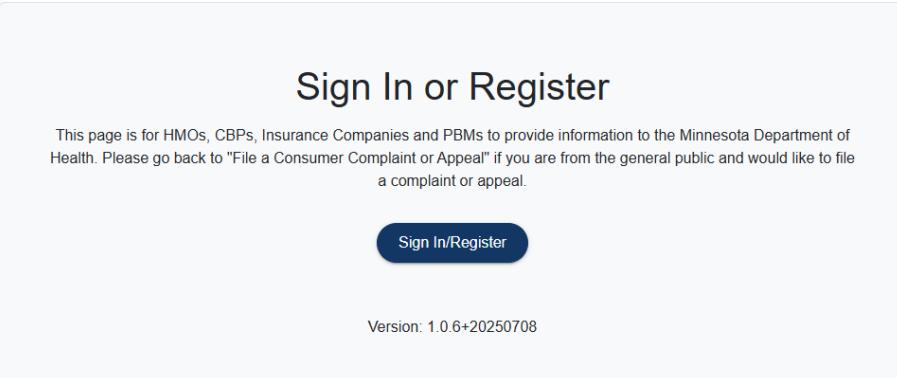
### First time users: Registering for access

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

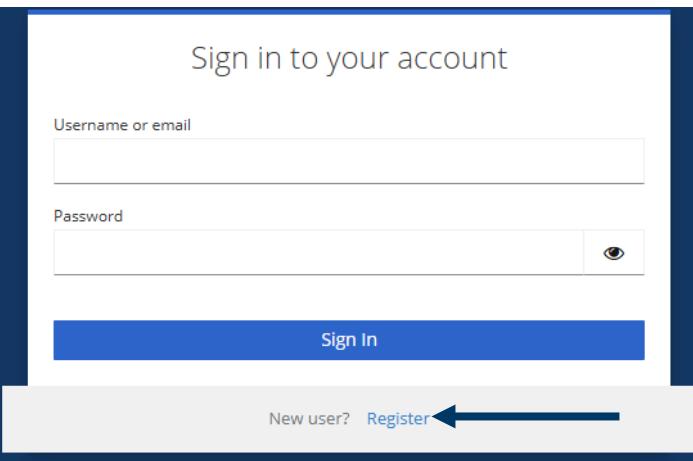
1. Go to the Portal ([mcs-portal.web.health.state.mn.us](https://mcs-portal.web.health.state.mn.us))
2. Click on “MCS Portal Sign In for HMOs, CBPs, PBMs, and Insurance Companies”



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.

First name

Last name

Email

Username

Password

Confirm password

[« Back to Login](#)

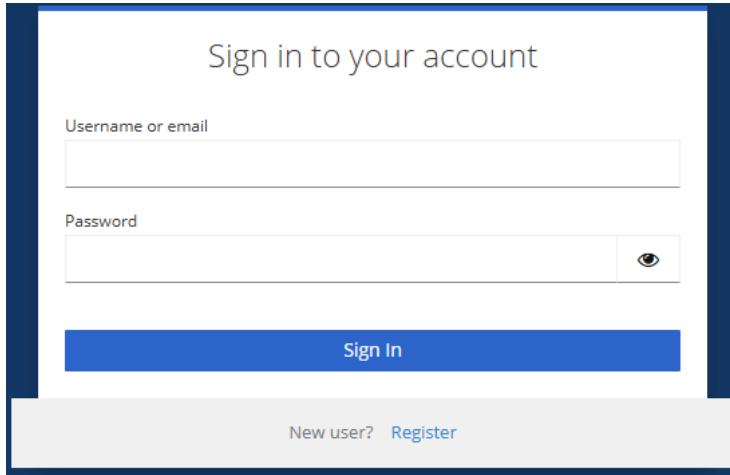
**Register**

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

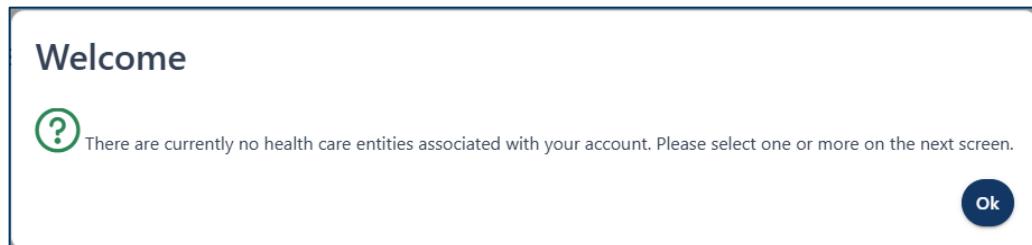
The first time you sign into the portal, you will be prompted to associate entities (HMOs, insurance companies, PBMs) with your login. You will **not** be able to access any of the modules until you have completed this step. You can associate multiple entities with your email address. Please make sure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



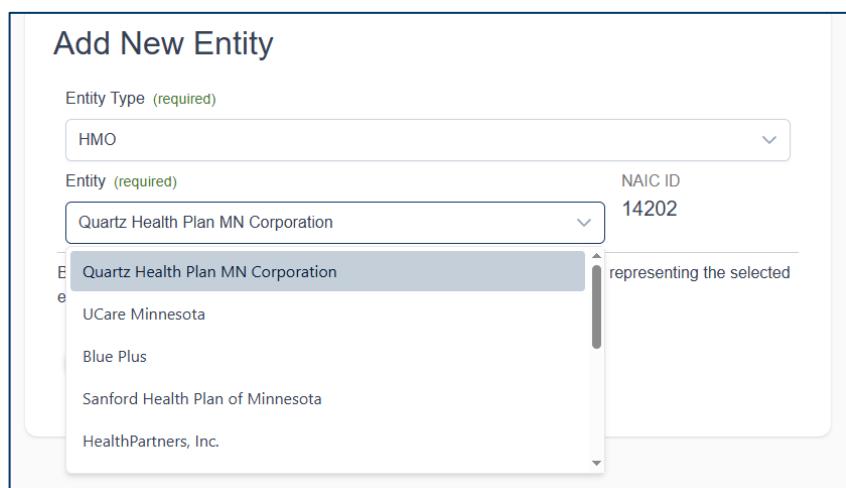
The image shows the 'Sign in to your account' screen. It features a 'Username or email' input field, a 'Password' input field with a visibility toggle icon, and a 'Sign In' button. Below the input fields is a link 'New user? Register'.

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



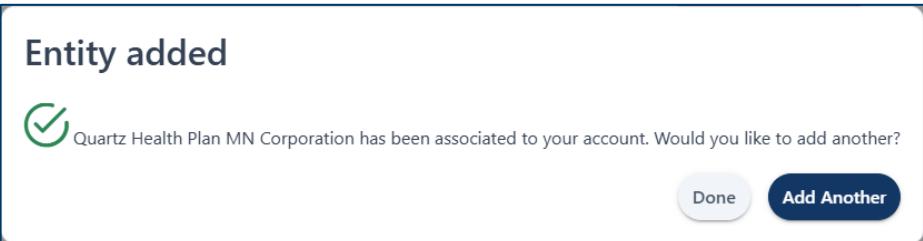
The image shows a 'Welcome' screen. It displays a message: 'There are currently no health care entities associated with your account. Please select one or more on the next screen.' A blue 'Ok' button is visible in the bottom right corner.

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"

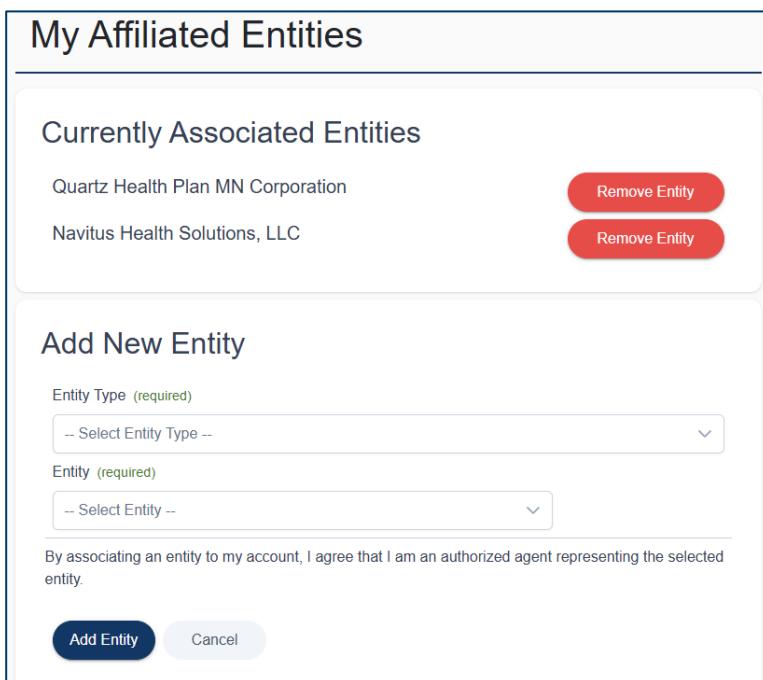


The image shows the 'Add New Entity' screen. It includes a 'Entity Type (required)' dropdown set to 'HMO', an 'Entity (required)' dropdown showing 'Quartz Health Plan MN Corporation' with a NAIC ID of '14202' next to it, and a list of other entities: 'Quartz Health Plan MN Corporation' (selected), 'UCare Minnesota', 'Blue Plus', 'Sanford Health Plan of Minnesota', and 'HealthPartners, Inc.'.

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.



- a. You will always be able to add or remove entities using the “manage account” link on the top right of your screen.



A screenshot of the "My Affiliated Entities" page. It has a header "My Affiliated Entities". Below it is a section "Currently Associated Entities" listing "Quartz Health Plan MN Corporation" and "Navitus Health Solutions, LLC", each with a "Remove Entity" button. Below this is a "Add New Entity" section with fields for "Entity Type" (dropdown) and "Entity" (dropdown), both currently showing "– Select Entity –". A note states "By associating an entity to my account, I agree that I am an authorized agent representing the selected entity." At the bottom are "Add Entity" and "Cancel" buttons.

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](https://mcs-portal.web.health.state.mn.us))
2. Click on “MCS Portal Sign In for HMOs, CPBs, PBMs, and Insurance Companies”

## MCS Portal User Guide

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

[Go to MCS Portal Sign In](#)

3. Click on “Sign in or Register”

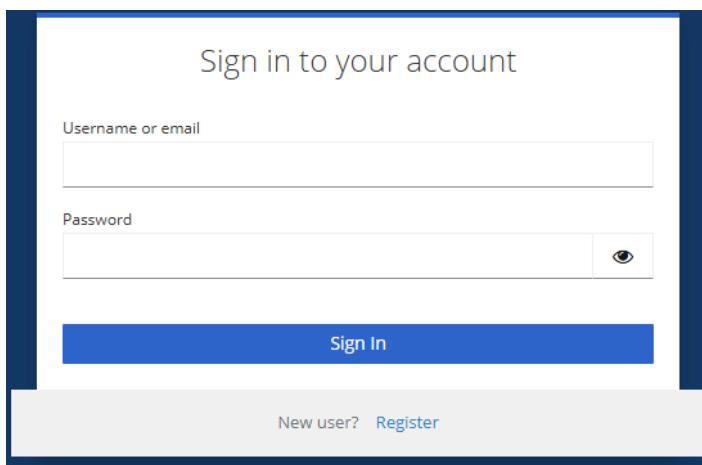
### Sign In or Register

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



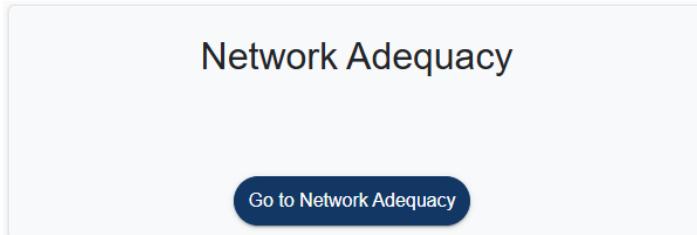
The image shows a sign-in form titled "Sign in to your account". It has two input fields: "Username or email" and "Password", both with placeholder text. Below the password field is an "eye" icon for password visibility. A "Sign In" button is at the bottom. At the bottom of the form, there is a link for "New user? Register".

5. Click “sign in”.

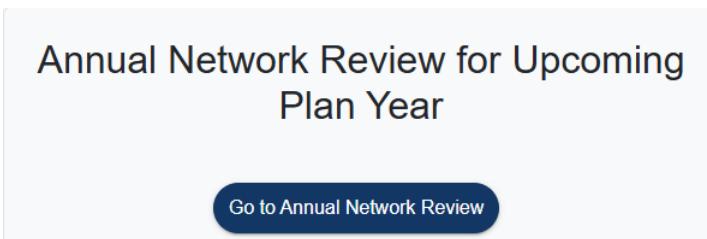
## Network Adequacy

### 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.

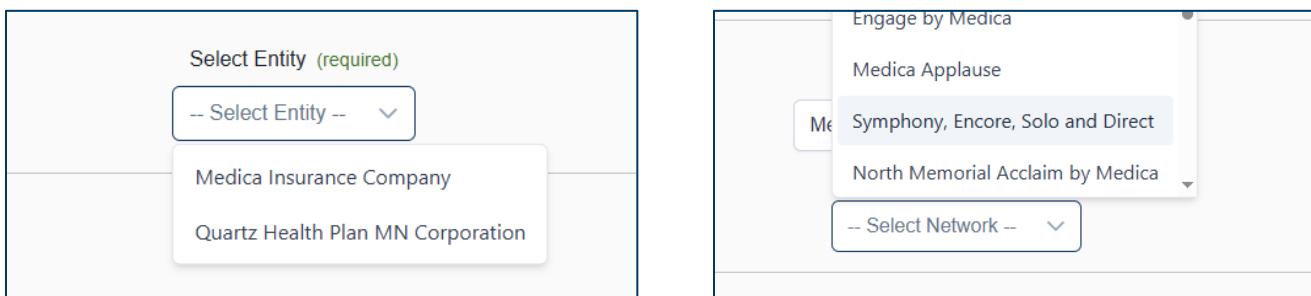


### Annual Network Review for Upcoming Plan Year



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.



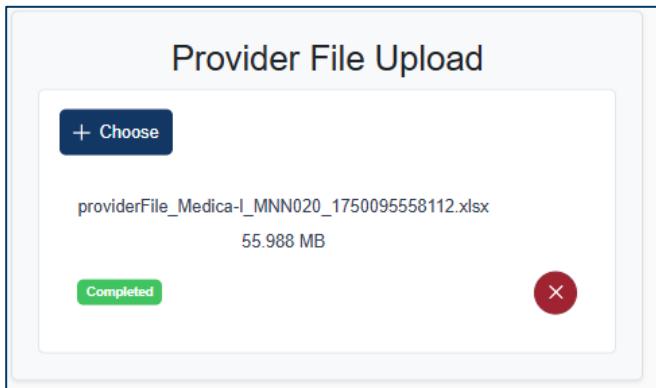
- a. Once you have selected an entity and a network, the Network ID will display on the screen.
- b. If you do not see your network, go to page 15 for instructions on how to request a new network be added.

The screenshot shows the MCS Portal User Guide interface. At the top, there are dropdown menus for 'Select Entity (required)' (Medica Insurance Company) and 'Select Network (required)' (Symphony, Encore, Solo and Direct (MNN020)). Below these are input fields for 'Network ID' (MNN020), 'Full Name' (Alisha Simon), and 'Email' (alisha.simon@state.mn.us). The main area is divided into two sections: 'Network Adequacy Attestation Upload' and 'Provider File Upload'. Each section has a 'Choose' button and a placeholder text box for dragging and dropping files. The 'Provider File Upload' section also includes a note that the selected file will be automatically renamed and uploaded.

3. If you have a new network, please contact the network adequacy team at [health.managedcare@state.mn.us](mailto: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

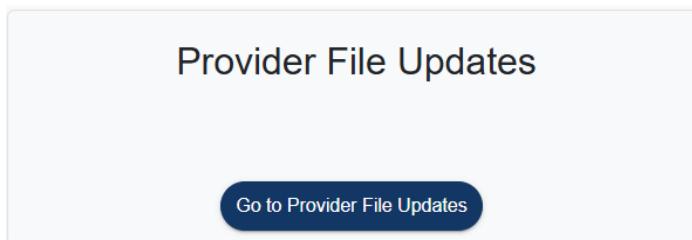
The screenshot shows a 'Provider File Upload' dialog box. It contains a 'Choose' button, a file list entry for 'MedicalInsuranceCompany\_NetAdHIX\_MNN001\_08302024.xlsx' (55.988 MB), and a status indicator 'Pending' next to a red 'X' button.

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



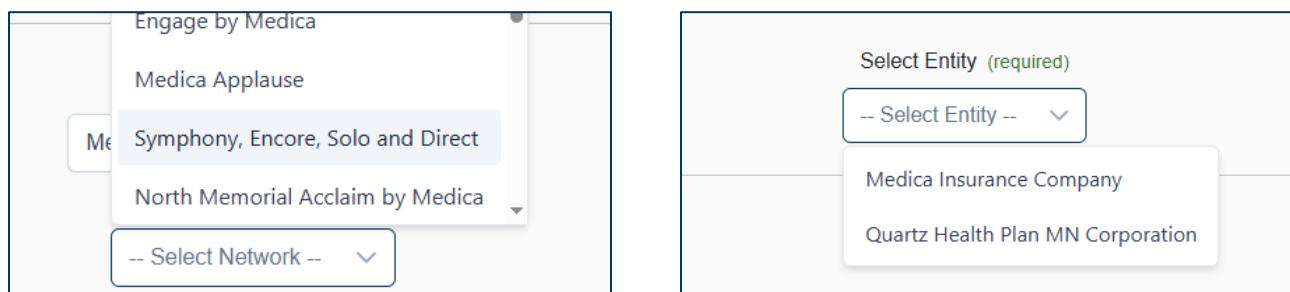
- e. If you want to delete an upload, simply click the red circle with an "x" next to the file name.
- 5. For the 2026 Plan Year, please upload the "Appointment Wait Times Survey" for each network in the "other" upload box.
- 6. Once all files have been uploaded, you are done. You may receive an email confirmation that your files were uploaded.

## Provider File Updates



In this module, you will submit the provider file updates due on February 1<sup>st</sup> and October 1<sup>st</sup> each year. Please refer to the [Network Adequacy Filing Requirements](#) website for updated information on due dates and file templates.

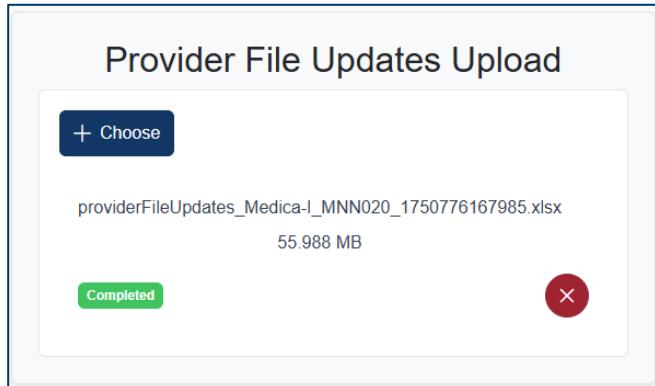
1. Click the "Go to Provider File Updates" button under Annual Network Review for Upcoming Plan Year
2. The page requires you to select an entity, and then a network.



- a. Once you have selected an 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.

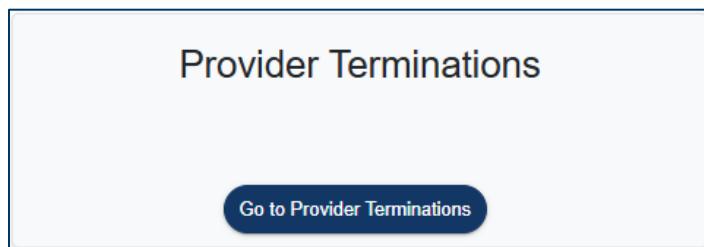
3. After you have selected an entity and network, you can upload the Provider File. You can either drag and drop or click on the “choose” button to select a file.
  - a. The upload box will only allow certain file types; you will get an error if you select the wrong file type.
  - b. The upload box will 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”.



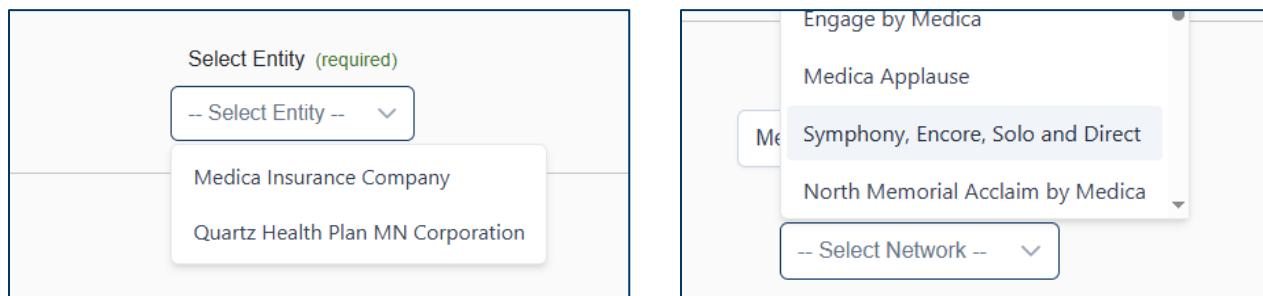
- e. If you want to delete an upload, simply click the red circle with an "x" next to the file name.
- 4. Once the files have been uploaded, you are done with this network. You may receive an email confirmation that your files were uploaded.

## 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 an 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.

Provider Termination Report Upload

Network ID: MNN020

Entity: Medica Insurance Company

Network: Symphony, Encore, Solo and Direct (MNN020)

Full Name: Alisha Simon

Email: alisha.simon@state.mn.us

+ Choose

Drag and drop files here or select choose above.  
The selected file will be automatically renamed and uploaded.

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

Provider Termination Report Upload

+ Choose

MedicalInsuranceCompany\_NetAdHIX\_MNN001\_08302024.xlsx

55.988 MB

Pending

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

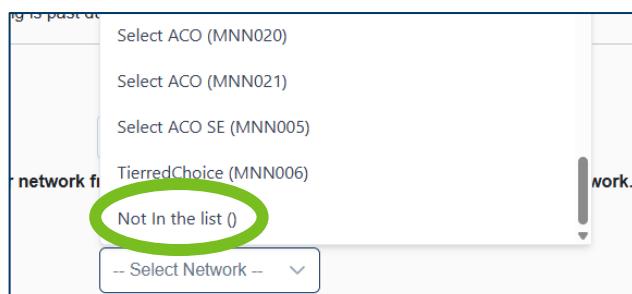


- e. If you want to delete an upload, simply click the red circle with an "x" next to the file name.
4. Once the files have been uploaded, you are done with this network. You may receive an email confirmation that your files were uploaded.

## 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).

New Network Name	<input type="text" value="All Minnesota Network"/>
New Network ID	<input type="text" value="MNN005"/>
Network Type	<input type="radio"/> Small Group <input checked="" type="radio"/> Individual <input type="radio"/> Dental
<input type="button" value="Add Network"/>	

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.

### Network Adequacy for Pharmacy Benefit Managers (PBMs)

[Go to Network Adequacy For PBMs](#)

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.

Select PBM (required)

-- Select PBM --

Matrix Healthcare Services, Inc dba MyMatrixx

OptumRx, Inc

Select Network (required)

-- Select Network --

National Express WC\_EN5 (PBM004001)

- a. Once you have selected an 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.

Select PBM (required)

Matrix Healthcare Services, Inc dba MyMatrixx

Select Network (required)

National Express WC\_EN5 (PBM004001)

Network ID  
PBM004001

Full Name  
Alisha Simon

User Name  
alisha.simon@state.mn.us

**PBM Network Adequacy Attestation Upload**

+ Choose

Upload

Cancel

Drag and drop files here or select choose above.  
Then press the upload button to transmit the selected file.

**PBM Provider File Upload**

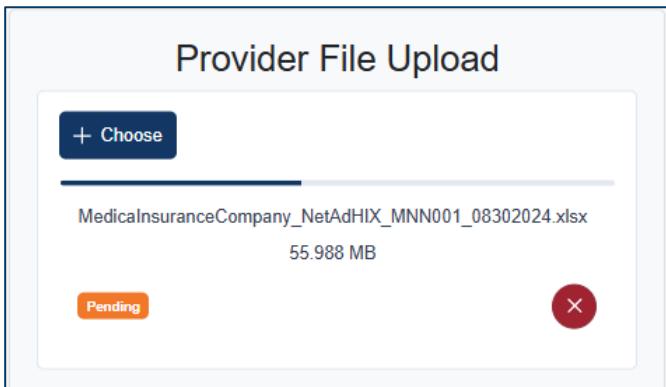
+ Choose

Upload

Cancel

Drag and drop files here or select choose above.  
Then press the upload button to transmit the selected file.

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”.

A screenshot of the same "Provider File Upload" interface as the previous one. The file "MedicalInsuranceCompany\_NetAdHIX\_MNN001\_08302024.xlsx" is still listed with the same size. However, the status has changed to "Completed" in a green box. The red "X" button is still present.

- 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 ()”

Select Network (required)

-- Select Network --

National Express WC\_EN5 (PBM004001)

Not In the list ()

2. Fill out the Network Name.

Select Network (required)

Not In the list ()

New PBM Network Name

New PBM Network

Add Network

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 1<sup>st</sup> and July 1<sup>st</sup> to the Minnesota Department of Health.

Annual required filings and forms

[Go to Annual Required Filings And Forms](#)

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 an entity the upload boxes will appear on the screen.

Select Entity (required)

– Select Entity --

HealthPartners, Inc.

Hennepin Health

Select Entity (required)

HealthPartners, Inc. ▾

April 1st

**Statement of Revenue, Expenses and Net Income (Supplement 1)**

Upload

+ Choose

Drag and drop files here or select choose above.  
The selected file will be automatically renamed and uploaded.

**Reallocation of Expenses and Investment Income (Supplement 1a)**

Upload

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 1<sup>st</sup> and July 1<sup>st</sup> 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

Provider File Upload

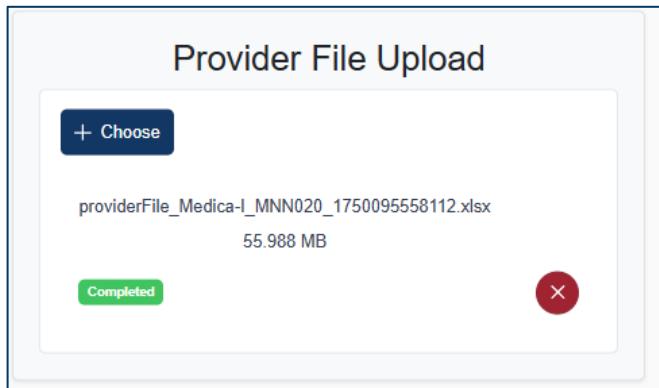
+ Choose

MedicalInsuranceCompany\_NetAdHIX\_MNN001\_08302024.xlsx

55.988 MB

Pending

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