



Fast Facts

News for Providers from HealthPartners
Provider Relations & Network Management

MARCH 2026

Administrative

Provider directory information

Regulations require providers and health plans to verify directory information.

HealthPartners provider compliance staff makes outreach calls, reviews websites and accepts rosters to validate that your information is correct.

We verify the following information for each practitioner who appears in directories:

- Practitioner names and practice locations
- Practitioner specialty
- Location names
- Location addresses
- Phone numbers where members can call to make appointments to see the provider
- Hospital affiliations
- Provider website URLs, if available
- Whether the provider is accepting new patients at some or all locations

HealthPartners providers are expected to keep their information up to date by using the Provider Data Profiles application on our provider portal. **Sign in** to access Provider Data Profiles from the applications menu and review/update your location details and practitioners. If you don't see Provider Data Profiles in your application menu, please contact your portal delegate to get access to the Provider Data Profiles application.

You can also request a roster of the provider information we have on file by emailing **providercompliance@healthpartners.com**. You can use the roster to verify whether the information we have is accurate and make updates to the information if needed.

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Culture Care Connection

LANGUAGE RESOURCES FOR CLINICIANS

HealthPartners and UCare worked together to identify a collection of language resources for Minnesota health care providers. The language resources are displayed on Culture Care Connection, an online learning and resource center that supports clinical and non-clinical health care professionals to reduce health disparities and promote health equity.

The collection of language resources is intended to support you in advancing culturally responsive care at your practice and provide the health care community with tools to improve communication with individuals and families who speak a language other than English. The sampling of language resources includes patient-facing communication tools and educational resources. There is a language resource available for each threshold language. Threshold languages are languages other than English spoken by 1,000 individuals based on U.S. Census data.

Check out these and many other resources at [Culture Care Connection](#).

Cultural competency training and office accessibility

HealthPartners and all health plans are required to maintain accurate information in our provider directories including information regarding Cultural Competency training for providers and whether provider locations are accessible for members with disabilities. Please take a moment to complete the [Questionnaire](#) included as part of this edition of Fast Facts. Instructions are on the form for returning the information to HealthPartners or send to providercompliance@healthpartners.com.

Check out these and many other resources at [Culture Care Connection](#).

Enhancements to the prior authorization requirements application

Starting in March, we're introducing several updates to the prior authorization requirements tool. These updates will improve the accuracy and clarity of authorization requirements for HealthPartners members. These include:

- **More accurate results sorted by line of business** – you'll now see authorization requirements specific to each member's insurance category, not just commercial fully insured, providing more reliable, personalized answers.
- **Clearer explanations when no authorization is required** – when an authorization isn't needed due to diagnosis, you'll see why, giving you more insight into the result.
- **Genetic testing authorization requirements added** – the tool will now include authorization requirements for genetic testing, expanding the range of services supported in the application.

These enhancements are designed to streamline your workflow, reduce effort and ensure you get accurate, detailed guidance when you check authorization requirements.

New Technology Committee update

HealthPartners has a New Technology Committee whose mission is to evaluate new and upcoming medical technologies. The following topics are coming up for review:

- Acellular tissue engineered vessel (ATEV) (e.g., Symvess)
- Aqueous drainage device (e.g., CyPass Micro Stent) for glaucoma
- Corneal hysteresis determination (e.g., Optical Response Analyzer from Reichert Technologies)
- Dry needling or intramuscular needling
- Evacuation of meibomian glands, automated, using heat and intermittent pressure, thermal pulsation (e.g., LipiFlow system, iLux system)
- External upper limb electrical stimulation using transcutaneous afferent patterned stimulation (TAPS) for treatment of tremor (e.g., CalaTrio, CalakiQ)
- Extracorporeal shock wave therapy (ESWT)
- Focused ultrasound ablation of uterine leiomyomata/ fibroids, including MR guidance. Also known as magnetic resonance image guided high intensity focused ultrasound (MRgFUS)
- High-level laser therapy (also known as class IV laser) for treatment of acute or chronic pain and all other indications
- Implantable ascites pump (e.g., alfapump)
- Intense pulsed light (IPL) therapy for treatment of meibomian gland dysfunction/ dry eye disease
- Measurement of ocular blood flow by repetitive intraocular pressure sampling, with interpretation and report
- Near infrared dual imaging of Meibomian glands (e.g., LipiScan Dynamic Meibomian Imager, LipiView)
- Non-contact real-time fluorescence wound imaging for detection of bacteria (e.g., MolecuLight)
- Percutaneous ultrasonic tenotomy (e.g., Tenex procedure) for treatment of any musculoskeletal condition

Please contact us if you have comments about any of these topics, or a suggestion of new topics for us to consider. Comments or examples of new technologies for consideration may be sent to newtechnology@healthpartners.com.

Medical Policy updates – 01/03/2026

MEDICAL ♦ BEHAVIORAL HEALTH ♦ DURABLE MEDICAL EQUIPMENT (DME) ♦
MEDICAL DENTAL COVERAGE POLICY

Please read this list of new or revised HealthPartners coverage policies. HealthPartners coverage policies and related lists are available online at [Coverage criteria policies | HealthPartners](#). Upon request, a paper version of revised and new policies can be mailed to clinic groups whose staff does not have Internet access. Providers may speak with a HealthPartners Medical Director if they have a question about a utilization management decision.

HealthPartners Coverage Policies	Comments / Changes
Early intensive developmental and behavioral intervention (EIDBI) – Minnesota Health Care Programs	<p>Effective immediately, policy revised.</p> <ul style="list-style-type: none"> • This policy was previously called “Intensive autism services.” • It will no longer apply to commercial products. References to MCG criteria were removed from the policy. • This policy still applies to Medicaid products. Criteria and prior authorization requirements for Medicaid products have not changed.
Artificial intervertebral disc replacement	<p>Effective immediately, policy revised. The following indications that are not covered have been removed:</p> <ul style="list-style-type: none"> • The requested procedure is planned at a cervical level adjacent to a prior cervical fusion. • The member has a history of previous fusion surgery at any lumbar vertebral level.
Ambulance and Medical Transportation Policy (MHCP)	<p>Effective immediately, policy is retired.</p>
Ambulance and Medical Transportation Policy	<p>Effective immediately, this policy will now include a statement around prior authorization for Medicaid plans, and a link to the Minnesota Health Care Programs (MHCP) Provider Manual Section for Ambulance Transportation Services is provided for criteria.</p>
Orthotics, braces, and shoes – Minnesota Health Care Programs	<p>Effective 05/01/2026, prior authorization will be required for Medicaid plans for:</p> <ul style="list-style-type: none"> • Custom fabricated swing phase release and microprocessor-controlled knee-ankle-foot orthotics; and • Custom fabricated powered upper extremity assist devices. <p>See posted policy for criteria details.</p>
Scar revision/keloids	<p>Effective immediately, policy is retired.</p>
Removal of benign and malignant skin lesions	<p>Effective 05/01/2026, a new policy will be addressing removal of benign and malignant skin lesions for HealthPartners Commercial and Minnesota Health Care Programs (Medicaid) plans. See posted policy for criteria details.</p>
<p>Home health service benefits</p> <p>Home health services benefits – Minnesota Health Care Programs</p>	<p>The utilization of the below InterQual® March 2025 Home Care criteria subsets will be delayed until further notice.</p> <ul style="list-style-type: none"> • Home care services, pediatric – home health aide • Home care services, adult – home health aide • Home care services, pediatric – home occupational therapy

HealthPartners Coverage Policies	Comments / Changes
<p><i>Home health service benefits</i></p> <p><i>Home health services benefits – Minnesota Health Care Programs (Cont’d)</i></p>	<ul style="list-style-type: none"> • Home care services, adult – home occupational therapy • Home care services, pediatric – home physical therapy • Home care services, adult – home physical therapy • Home care services, pediatric – home skilled nursing • Home care services, adult – home skilled nursing • Home care services, pediatric – home social worker • Home care services, adult – home social worker • Home care services, pediatric – home speech therapy • Home care services, adult – home speech therapy • Private duty nursing (PDN) assessment

Cohere Coverage Policies	Comments / Changes
<p>REVISED Commercial/Medicaid policies</p>	<p>Effective 05/01/2026, Cohere Health’s coverage criteria policies applicable to Commercial plans and Medicaid plans, will be revised. Please refer to the posted policies online under HealthPartners, Upcoming Policy Changes at HealthPartners: Cohere Medicare Advantage & Commercial/Medicaid Policies – Payer Information (zendesk.com) to review the policy changes.</p> <ul style="list-style-type: none"> • Ankle Arthrodesis • Ankle Arthroplasty • Cervical Spinal Fusion • Epidural Steroid Injections (ESI) • Facet Injections • Facet Joint Radiofrequency Ablation • Interspinous Process Devices with Open Decompression • Interspinous Process Devices without Open Decompression • Kyphectomy • Sacroiliac Joint Fusion • Spinal Cord Stimulator • Thermal Ablation of the Intraosseous Basivertebral Nerve (BVN) • Thoracolumbar Spinal Fusion With or Without Pelvic Fixation • Total Disc Arthroplasty • Vertebral Corpectomy • Cardiac Ablation Cardiac Implantable Rhythm Management Devices • External Cardiac Monitoring Devices

Cohere Coverage Policies	Comments / Changes
<i>REVISED</i> Commercial/Medicaid policies (Cont'd)	<ul style="list-style-type: none"> • Internal Loop Recorders • Left Atrial Appendage Implants • Percutaneous Coronary Intervention
REVISED Medicare Advantage policies	<p>Effective 05/01/2026, Cohere Health's coverage criteria policies applicable Medicare Advantage plans, will be revised. Please refer to the posted policies online under HealthPartners, Upcoming Policy Changes at HealthPartners: Cohere Medicare Advantage & Commercial/Medicaid Policies – Payer Information (zendesk.com) to review the policy changes.</p> <ul style="list-style-type: none"> • Hip Arthroscopy • External Cardiac Monitoring Devices

Contact the Medical Policy Intake line at **952-883-5724** for specific patient inquiries.

MEDICAL POLICY FEEDBACK

HealthPartners is looking for provider feedback regarding the policies listed below. The policies can be found at healthpartners.com/public/coverage-criteria/:

- Airway clearance system / high frequency chest wall compression system
- Blepharoplasty, blepharoptosis repair, and brow lift
- Category III CPT codes
- Dental services – ambulatory hospitalization and anesthesia for dental care
- Gender-affirming care, surgical
- Gynecomastia surgery
- Home phototherapy
- Inpatient care
- Orthotics, braces and shoes
- Pressure reducing support surfaces
- Reconstructive surgery
- Residential treatment and partial hospitalization programs
- Surgical treatments for lipedema and lymphedema
- Vagus nerve stimulation (VNS)
- Vision therapy / orthoptics
- Vitamin D testing

Please contact us at medicalcoveragepolicydepartment@healthpartners.com if you have any comments or suggestions.

To submit feedback related to third-party clinical criteria including InterQual or MCG Guidelines currently utilized by HealthPartners, send an email to medicalcoveragepolicydepartment@healthpartners.com.

Events

NDSU CIRE is launching free Vaccine Education Modules

SELF-PACED LEARNING FOR CURRENT AND FUTURE HEALTHCARE PROFESSIONALS

North Dakota State University is launching **free Vaccine Education Modules**—self-paced learning designed for current and future healthcare professionals.

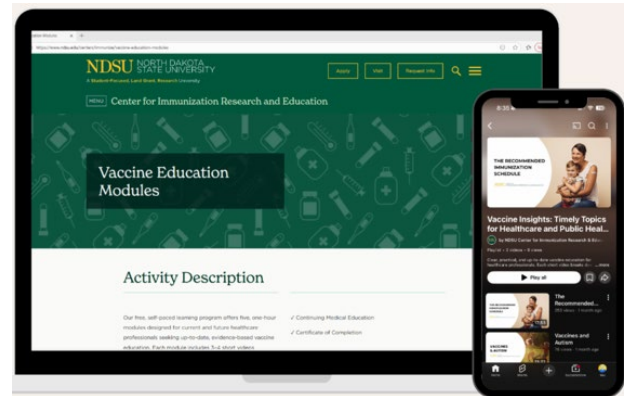
ABOUT THE MODULES

- **Five one-hour modules**
- **Short, focused videos** (3–4 per module)
- **Evidence-based vaccine content**—from fundamentals and development to safety, ingredients, and patient communication
- **Complete any module, in any order**

Participants may earn **free CME credit*** (up to **5 total credits**) or a **certificate of completion**, offering flexibility to meet individual learning needs and busy schedules.

Developed by our CIRE team in partnership with Sanford Health, these modules reflect current guidance and real-world immunization practice.

More information is available on the [NDSU website](#).



Core Vaccine Concepts

Videos in this module:

- Understanding Vaccine Basics
- Vaccine Development
- Vaccine Safety
- Vaccine Ingredients



Vaccine Side Effects & Safety

Videos in this module:

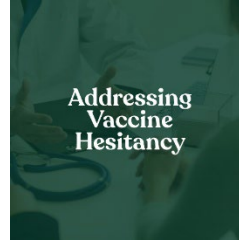
- Vaccine Side Effects
- Evaluating Scientific Evidence
- VAERS and Common Misconceptions
- The National Vaccine Injury Compensation Program



Understanding Vaccine Recommendations

Videos in this module:

- The Recommended Immunization Schedule
- Vaccines & Pregnancy
- Why Do We Vaccinate Against “Rare” Diseases?
- Vaccination Compared to Natural Immunity



Addressing Vaccine Hesitancy

Videos in this module:

- Common Concerns About Flu & HPV Vaccines
- Understanding Vaccine Hesitancy
- Key to Success: How We Communicate Makes A Difference – Part 1
- Key to Success: How We Communicate Makes A Difference – Part 2



Evaluating Vaccine Concerns

Videos in this module:

- Vaccines & Autism
- Vaccines & Infertility
- Fetal Cells & Vaccines

Short on time? Each brief video can be viewed on its own, making it easy to explore specific vaccine topics without completing an entire module.

*This activity has been approved for *AMA PRA Category 1 Credit™*.

Questions about continuing education? Please email cire.cme@ndsu.edu.

If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don't have his/her phone number, please call **952-883-5589** or toll-free at **888-638-6648**. This newsletter is available online at healthpartners.com/fastfacts.

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Provider Directory Cultural Competency and ADA Accessibility Questionnaire

Purpose:

Managed Care Federal Regulations require providers to confirm their cultural competency training and office accessibility for people with disabilities.

Instructions:

Please complete this form for each office location and submit the completed form to providercompliance@healthpartners.com, or fax the form back to **952-853-8708**.

If you have any questions regarding completing this form, call **844-732-3537**.

Clinic/Facility Name: _____

Office Location Address: _____

City: _____ **State:** _____ **Zip Code:** _____

NPI Number(s): _____

Clinic/Facility/Sole Practitioner Website URL: _____

Clinic/Facility/Sole Practitioner Phone Number (including area code):

Is your office accepting new patients? **Yes** **No**

Cultural Competency:

Cultural and linguistic competence is the ability of managed care organizations and the providers within their networks to provide care to recipients with diverse values, beliefs and behaviors, and to tailor the delivery of care to meet recipients' social, cultural and linguistic needs. The ultimate goal is a health care delivery system and workforce that can deliver the highest quality of care to every patient, regardless of race, ethnicity, cultural background, language proficiency, literacy, age, gender, sexual orientation, disability, religion or socioeconomic status.

Has office staff completed cultural competency training in the past 12 months?

Yes **Type of training:** _____

Month/Year completed: _____

No

