

Volume 7 | November 2024

# MnFIRE PROVIDER CONNECTIONS

## *Resources and Tools for the MnFIRE Assistance Program Network*

**From Emily Schumacher –  
Provider Relations Advocate, MnFIRE**

Hello MnFIRE providers,

My name is Emily Schumacher. As the dedicated Provider Relations Advocate for the MnFIRE network at Optum, my role is to ensure that you have a great experience being an in-network provider.

To be able to properly report your experience, we need your help. We would like to gain some insight into what your experience has been like working with Optum, MnFIRE, and Optum tools. [Please complete this survey](#) with your candid responses so we can grow and continually improve this program.

Thank you,  
*Emily*

Emily Schumacher  
Provider Relations Advocate, MnFIRE  
[emily.schumacher@optum.com](mailto:emily.schumacher@optum.com)



[Visit MnFIRE's Website](#)

[MAP Network FAQs](#)

## MARK YOUR CALENDAR

DECEMBER 4, 2024  
Virtual Town Hall Meeting  
12:00 p.m. CST

Join us on December 4, 2024, for a FREE all-network virtual Town Hall meeting. Topics include MnFIRE authorization process, reimbursement rates, and billing specifics. Please come to voice your questions or concerns, and share success stories.

**REGISTER HERE**

## Important Information

### REIMBURSEMENT RATES

We have some exciting news to share! MnFIRE has increased the reimbursement rate to \$150 a session. MnFIRE has made this decision because the organization understands that MnFIRE services are often provided during a time of crisis, when it's crucial to see members in a tight timeframe.

Thank you for your unending support to the fire service and your expertise in this field.

### AUTHORIZATION VERIFICATION

While submitting a claim on [Provider Express](#), providers can view insured information. On claim entry step #2, verify that the employer group name is "MnFIRE" to expect the enhanced MnFIRE reimbursement rate.

Insured Information			
Id Number	Insure Name	Address	Telephone
Group Number	Insurance Plan Name	Employer Group Name	
		MNFIRE	

### CLARIFICATION ON AUTHORIZATIONS

While speaking with providers throughout the state of Minnesota, a consistent question is "how many authorizations can MnFIRE members receive?" Let's break this down:

MnFIRE Assistance Program (MAP) support specialists are available 24/7, 365 days of the year for unlimited consultations and support. MAP also provides virtual visits and/or face-to-face services with network clinicians specializing in first responders, for up to 5 visits per member, per issue, per year.

The following is an example of per member, per issue, per year. In this case, an "issue" is indicative of an incident or life event, rather than something formal that could be diagnosed.

Say a firefighter calls into MAP support early in the year because they had a death in the family and would like to seek clinical assistance for grief counseling; they would be able to call the MAP support phone number and have a specialist open up an authorization for **five** face-to-face or virtual visits, and then be referred to a clinician to help with that issue.

If the same member calls into the MAP support program later in the year because their spouse lost their job, which has resulted in extra stress and anxiety, they would then be able to call the MAP support phone number again, and have a specialist open up a new authorization for that issue, and receive another bank of **five** face-to-face or virtual visits and see a clinician for that different issue.

While members are allowed more than one authorization each year, **EAP is not intended for ongoing psychotherapy**. Each circumstance is clinically reviewed prior to authorization to ensure that it is appropriate to address under the EAP benefit.

[Here is more information](#) on the difference between EWS (Emotional Wellbeing Solutions is EAP rebranded) and ongoing psychotherapy.

## Utilize the Peer Support Network

Firefighters are exposed to traumatic stress at particularly high rates and getting help from someone who has lived similar experiences can make all the difference. Please utilize [MnFIRE's Peer Support Network](#) to complement the work you are doing in your sessions with firefighters and their families. This confidential service is free to all Minnesota firefighters and offers them the unique opportunity to connect and converse with someone who has been through similar experiences. By providing emotional support outside of the traditional medical system, peer support directly reduces the culture of silence in the fire service that has all too often resulted in worsening mental health and suicide.



## Hometown Heroes Assistance Program Elements



- Up to five no-cost, confidential counseling visits per issue per year with trained mental health professionals.
- Confidential Peer Support with fellow firefighters.



- A Critical Illness insurance policy providing up to \$20,000 towards expenses after a diagnosis of cancer, cardiac, PTSD or another critical illness.
- Minnesota firefighters are automatically enrolled.



- Ongoing health and wellness training for firefighters to stay up to date on their occupational health risks.
- Fire departments can choose from general MnFIRE Awareness training and deep-dive sessions covering, cancer, cardiac, emotional wellness, sleep, nutrition and fitness.

Firefighters who are in crisis or need help, need to file a critical illness claim, or need to schedule a training can call our 24-hour hotline at 888-784-6634 or visit

[mnfireinitiative.com/hhap](https://mnfireinitiative.com/hhap).

## Claim Reminders

- MAP providers will receive a premium reimbursement rate for eligible services.
- Optum pays providers directly – no patient financial responsibility.
- All MAP claims must include an HJ modifier.
- Claims must also include the 9-digit member ID and authorization number.
- Claims can be submitted at [providerexpress.com](https://providerexpress.com).
- Providers participating in the MAP network will be reimbursed premium rates for the service codes below *only if* the Minnesota firefighters and their families are *offered an appointment within five business days of request*.

SERVICE CODE	SERVICE TITLE/ DESCRIPTION	FEE: PHD	FEE: MA
90832HJ	30-37 min individual therapy	\$150	\$150
90834HJ	38-52 min individual therapy	\$150	\$150
90846HJ	Family therapy without patient in attendance	\$150	\$150
90847HJ	Family therapy with the patient in attendance	\$150	\$150
90853HJ	Group therapy other than family	\$150	\$150

\*\* Please note that extended therapy visits code (90837) and formal diagnostic assessments code (90791) are not covered for MAP.

## Helpful Authorization Tips

- Authorization letters are sent to the individual via email or USPS mail. Ask the member for this information.
- Verify authorization details via our Authorization Inquiry tool at [providerexpress.com](https://providerexpress.com).
- Call Optum MAP for assistance (1-866-694-9662).

[Quick Reference Guide](#)

## Important Contacts

**MnFIRE Hotline:** 1-888-784-6634

1 – MAP (Firefighter/Family Access)

2 – Peer Support

3 – Critical Illness Insurance

4 – Cardiac & Cancer

5 – Provider Authorization Hotline (Note: this option is not announced on the greeting)

**Authorization Hotline:** 1-866-694-9662

**Provider Questions:** [emily.schumacher@optum.com](mailto:emily.schumacher@optum.com)



MnFIRE is a nonprofit advocacy organization dedicated to providing education and support for firefighters and their families with regard to cardiac, emotional trauma and cancer, achieving better health outcomes. For more information, visit [mnfireinitiative.com](http://mnfireinitiative.com).



Minnesota Firefighter Initiative | PO Box 124 | Isanti, MN 55040 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!