

MnFIRE 

# PROVIDER CONNECTIONS

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

### From Mike Dobesh - President, MnFIRE

Greetings,

On behalf of MnFIRE, I want to extend my sincere gratitude for you, the dedicated providers in the [MnFIRE](#) network. Having spent 29 years in the fire service, I have personally seen and experienced the benefits of firefighters working with trauma-informed mental health providers. Firefighters face extraordinary physical and psychological demands, and your commitment to their mental well-being is essential to their ability to continue serving our communities.



Through your expertise and compassion, you help normalize seeking support, reduce stigma and strengthen resilience across the fire service. Together, we are building a culture where mental health is recognized as a cornerstone of firefighter readiness and long-term quality of life.

Thank you for helping the firefighters and their families who rely on your care. We look forward to continuing this important collaboration to build a healthier and stronger fire service.

Sincerely,

**Mike Dobesh**  
President, MnFIRE  
[info@mnfireinitiative.com](mailto:info@mnfireinitiative.com)

[Visit MnFIRE's Website](#)

[MAP Network FAQs](#)

### **We're doing great work. Together.**

As part of the MnFIRE network, you're making a difference. Check out this video featuring firefighters from across Minnesota, who bravely shared how MnFIRE benefits have supported their health and well-being.



## Tools for Your Practice

### Calm App

The top-rated wellness app [Calm](#) can help firefighters tackle stress, get a good night's sleep and feel more present in life. Calm Premium is available at no cost to Minnesota firefighters and their families. Please encourage your firefighter clients to contact MnFIRE at [info@mnfirerinitiative.com](mailto:info@mnfirerinitiative.com) for the access code and log-in instructions.



## Important Information

### REIMBURSEMENT RATES

As a reminder, MnFIRE's reimbursement rate is \$150 a session.

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.



Read more about the benefits of peer support for firefighters in a [recent blog post](#) written by MnFIRE Peer Support Program Director Rochelle Hawthorne.

[Read the Blog](#)

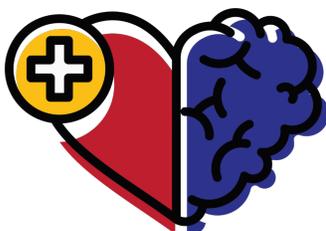


### Meet Cory, a MnFIRE Peer Supporter

Nearly a decade ago, Cory DeWitte, a captain for the Montrose Fire Department, raised his hand to learn more about MnFIRE's Peer Support Program and he hasn't looked back. As a peer supporter, Cory is a crucial lifeline to Minnesota's firefighters and their families when they need it most. Read more about Cory's rewarding experience in our latest Peer Support profile:

[Read the Blog](#)

## Hometown Heroes Assistance Program Elements



MnFIRE Assistance Program



Critical Illness Program



Department Training

- 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, emotional wellness, cancer, cardiac, 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](http://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](http://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](http://providerexpress.com).
- Call Optum MAP for assistance (1-866-694-9662).

## Quick Reference Guide

# Important Contacts

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

1 – 24/7 Live Counselor

2 – Peer Support

3 – File a Critical Illness claim

4 – Questions regarding the HHAP or assistance filing a claim

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

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

**Provider Questions:** [kayla.diesslin@optum.com](mailto:kayla.diesslin@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).



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