

Select our Transportation Services Chapter 27 in the South Country Provider Manual for specific details - Provider Manual Chapter 27, Transportation (mnscha.org) or select the Transportation tab Provider Forms (mnscha.org).

Booking a Ride with our RideConnect Team

- Eligible South Country members must contact the South Country Member Services department directly at 1-866-567-7242 to schedule and coordinate their medical transportation. Transportation providers should not accept medical transportation requests directly from South Country members, the member should be directed to Member Services (RideConnect) for scheduling any medical transportation.
- On nights, weekends or holidays, requests can be taken directly by the transportation provider from a member, a hospital discharge planner, or a nursing home. The provider MUST, however, communicate the information below to South Country the next business day:
 - Fax to Member Services at (507) 431-6328 or send secure email: rideconnect@mnscha.org
 - a) member name and South Country member ID number
 - b) date the ride was provided
 - South Country reserves the right to deny the claim if notification from the Provider is not proper and/or timely.

***** Updates to our Ride Request form *****

Ride Request form

Providers have questioned when they do not see a Certification in the Authorization section of the Provider Portal appear as quickly as they thought it would. With that in mind, we have added a statement at the top of our Ride Request form to let you know when a new certification/authorization will be visible in the Provider Portal.

“New Authorization Requests can take up to 72 hours to populate in the Provider Portal.”

How to make a trip log easier to read/audit

The Trip Log must fully support all charges submitted on your claim to South Country.

Please refer to “Documentation Required” in the Transportation Services Chapter 27 for a complete list.

Examples of items to include on a trip log.

- Fill out all areas completely and make sure it is neat and concise.
- Actual mileage traveled and the odometer readings for each leg of a trip.
 - Clearly show all loaded and unloaded miles and label as such.
- If Wait time applies, please clearly label it as wait time (for example) “30 minutes Wait time”, If we just see a “30” noted on a trip log we cannot always tell what it is in reference to.

Responding timely to South Country requests

From time-to-time South Country will request updated information from our transportation providers. This can be driver information, trip logs to substantiate claims submitted or other requests as items are needed. We appreciate your organization being responsive and timely when information is requested.

If you have any questions on these changes, the South Country Provider Contact Center is available to our Providers Monday through Friday from 8 a.m. to 4:30 p.m. The toll-free number is **1-888-633-4055**.

Please remember, if you are a registered user of the South Country Health Alliance Provider Portal, you may send a secure email to the Provider Contact Center during or after regular business hours. You may access the Provider Portal at <https://provider.mnscha.org/scha.provider.aspx>