

REDESIGNED WEBSITE

You will find a new look to our website at <https://mnscha.org/>

Select the Provider tab and find information on the following:

- **Credentialing** – Details on our process including important tips and forms and information about using Minnesota Credentialing Collaborative (MCC).
- **Forms** – 9 tabs including **Contracted Providers**. Forms to send us changes and add and remove locations. Help us stay informed to process your claims quickly and correct. Sign up for Electronic Funds Transfer (EFT) to receive your payments directly into your bank account and Electronic Remittance Advice (ERA) to receive your remittances quickly and electronically.
- **Provider Portal and Authorizations** – <https://provider.mnscha.org/scha.provider.aspx> **Have staff register to use the Portal** which will allow them to check member eligibility, claim status, authorizations and send secure emails to our Provider Contact Center.
- **Provider Manual** – 35 chapters of valuable information. The upper right of the screen will give you a summary of changes that have been made to the manual.
- **Provider News and Updates** – Quarterly newsletters, bulletins, and updates. **Sign up to receive the Provider Network News electronically.**
- **Other Resources** – Claims, Pharmacy, Quick Reference Numbers, Copay Reference Chart and Access & Availability.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage	Provider web portal issues
Authorization verification	Claim rejection guidance
Website questions	General information
Claims billing and processing guidelines	
Remittance adjustment code details and payment information	

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.

