

## NEMT ORGANIZATIONS

9/28/2021

### **EFFECTIVE July 1, 2021, there will be a change with the Minnesota Department of Human Services (DHS)**

DHS will require all NEMT drivers to enroll with Minnesota Health Care Programs (MHCP) and be affiliated with the NEMT provider organization before July 1, 2022. Minnesota Health Care Programs (MHCP) began enrolling NEMT drivers on July 1, 2021.

#### NEMT drivers

All drivers must be enrolled by July 1, 2022. Providers should make sure to enroll drivers by July 1, 2022, to avoid denied claims.

Refer to the Transportation Enrollment Criteria and Forms webpage in the Enroll with MHCP section of the MHCP Provider Manual for enrollment instructions and other enrollment information with DHS.

You can contact the DHS MHCP Provider Call Center at 651-431-2700 or 800-366-5411 if you have questions about the enrollment process with DHS.

You may also begin using the NEMT Driver's Unique Minnesota Provider Identifier (UMPI) as the rendering provider on claims once the driver is enrolled with MHCP. If you have any questions on this process, please reach out to the South Country Provider Contact Center at 1-888-633-4055.

**NOTE: AT THIS TIME, there will not be any changes to the NEMT process you follow with South Country Health Alliance for Drivers of Assisted Transportation. You should continue to include the Driver's License information on your claims submitted to South Country from transportation providers.**

### **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.

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|--|----------------------------|
| 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.