

2/17/2022

DHS offers training for HSS Providers

The Minnesota Department of Human Services (DHS) Minnesota Health Care Programs (MHCP) offers free billing training for MHCP-enrolled Housing Stabilization Services (HSS) providers.

Providers bill for services using Minnesota Information Transfer Systems (MN-ITS.) MHCP provides these training sessions through a webinar. MHCP will give an overview of the Housing Stabilization Services section of the MHCP Provider Manual and the Policy Webpage. MHCP will then move directly to billing using MN-ITS. This webinar does NOT include resources training for DHS provider webpages or Provider Basics.

South Country Health Alliance (South Country) recommends that Providers attend one of the monthly Provider Basics courses before or after attending the HSS training session. Providers may sign up for these training sessions through the DHS training site at the link below. Providers bill for services using Minnesota Information Transfer Systems (MN-ITS.) MHCP provides these training sessions through a webinar. MHCP will give an overview of the Housing Stabilization Services section of the MHCP Provider Manual and the Policy Webpage. MHCP will then move directly to billing using MN-ITS. This webinar does NOT include resources training for DHS provider webpages or Provider Basics.

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[Housing Stabilization Services MHCP Provider Manual and MN-ITS Training / Minnesota Department of Human Services](#)

For additional assistance and guidance on the information above, please see the resource below:

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.