

REVISED Telehealth Provider Assurance Statement Information

3/4/2022

The Telephonic Telemedicine Provider Assurance Statement (DHS-6806A) was created during the public health emergency to temporarily give more providers the ability to provide services via telehealth through audio only.

Legislative changes were made to [Minnesota Statutes, 256B.0625, subdivision 3b \(Telehealth Services\)](#) and these providers can continue providing services via telehealth beyond the public health emergency. The following apply to providers who want to provide and bill for services via telehealth:

- All South Country Health Alliance (South Country) providers who are currently enrolled with the *Telephonic Telemedicine Provider Assurance Statement (DHS-6806A)* and plan to continue providing and billing services via telehealth for dates of services June 1, 2022, and later must submit the South Country [Provider Assurance Statement for Telehealth](#) or the DHS [Telehealth Provider Assurance Statement \(DHS-6806\)](#) BEFORE June 1, 2022.
- South Country will not accept the new Telephonic Telemedicine Provider Assurance Statement (DHS-6806A) submissions beginning Feb. 1, 2022.

Audio-only continues to be an allowable telehealth modality. These changes to the assurance statement do not impact the use of audio only telehealth.

No further action is required from providers who already have an existing and approved South Country Provider Assurance Statement for Telehealth (SCHA-5206) (formerly named Provider Assurance Statement for Telemedicine) or the DHS Telehealth Provider Assurance Statement (DHS-6806) (formerly named Telemedicine Provider Assurance Statement), on file with South Country.

For additional assistance or 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.

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.