

NEMT DRIVER CLAIMS UPDATE

6/29/2022

Nonemergency Medical Transportation (NEMT) driver claims processing update from Minnesota Department of Human Services (DHS)

The requirement to have NEMT individual drivers add their Unique Minnesota Provider Identifier (UMPI) number on claims as the rendering provider **has been delayed until January 1, 2023**.

Minnesota Health Care Programs (MHCP) originally communicated a deadline for organizations to enroll and affiliate individual NEMT drivers by July 1, 2022. DHS and South Country Health Alliance explained that any claims submitted for dates of service after June 30, 2022, without the individual driver's UMPI would be denied.

The requirement for NEMT organizations to enroll individual drivers and be affiliated with your organization has not changed. However, we are in the process of updating our system to reflect the new requirement and **claims missing the NEMT driver's UMPI will be denied starting January 1, 2023**.

DHS will offer training beginning in September on how to use the [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#) to add an organization to individual affiliation.

Continue to 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.

NEMT are encouraged to use the individual 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.

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.

