

**SKILLED NURSING FACILITY DAILY RATES**

South Country Health Alliance uses Minnesota Department of Human Services (DHS)/Minnesota Department of Health (MDH) Nursing Home Report Card facility daily rates when processing Medical Assistance (Medicaid) long-term care claims. Rates for 2022 will be removed from the Nursing Home Report Card website and will no longer be available on January 1, 2023. To prevent claims with dates of service in 2022 from denying due to missing Medical Assistance (Medicaid) resource utilization group (RUG) rates after January 1, 2023, please fax Medical Assistance (Medicaid) RUG rates to 1-888-633-4056.

If you have questions, please call the Provider Contact Center at the number 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.

