

NEMT UMPI CLAIMS UPDATE

2/2/2023

Nonemergency Medical Transportation (NEMT) driver claims processing update on the requirement of Unique Minnesota Provider Identifier (UMPI) numbers.

South Country Health Alliance (South Country) previously sent out a communication that the Minnesota Department of Human Services (DHS) would be delaying the requirement for NEMT individual drivers to add their Unique Minnesota Provider Identifier (UMPI) number on claims as the rendering provider effective January 1, 2023.

We have been monitoring this requirement with DHS, and it is our understanding at this time, this requirement is optional for Managed Care Organizations.

South Country has previously updated our claims system in preparation of this requirement to accept any claims submitted with the Driver's UMPI number but has relaxed this edit as it will not be a requirement for claim processing.

Please 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.

If you have any questions on this process, please reach out to the South Country Provider Contact Center at 1-888-633-4055.

NOTE: 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 NEMT 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.