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Your First Point of Contact Provider Contact Center

Hours: Monday - Friday,
8:00 a.m. - 4:30 p.m. (Central Time)
Phone: 1-888-633-4055 (toll free)

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Educating Patients About Ongoing Eligibility Renewals

Minnesota Department of Human Services (DHS) and South Country Health Alliance (South Country) need your help communicating the eligibility renewal process to the 1.5 million Minnesotans who rely on the state's public health care programs for their health insurance.

The annual eligibility renewal process for Medical Assistance and MinnesotaCare was paused during the COVID-19 pandemic. Earlier this year, Congress passed legislation requiring states to restart annual eligibility renewals. Now, many of our members must complete the renewal process to keep their insurance and avoid gaps in coverage.

Communication will be critical to help ensure as many Minnesotans as possible can keep their coverage. It's important for members to understand that they need to update their contact information, including their home address, phone number and email, if they've moved in the last three years.

DHS has created a communication toolkit to help providers and other stakeholders get the word out about the renewal process. You can find it and other resources on the RenewMyCoverage webpage: <https://mn.gov/dhs/renewmycoverage/>.

Please pass this information on to the communications teams in your organization and share the many resources available to help communicate this important update.

Minnesota Health Care Programs (MHCP) also offer free information webinar sessions to providers and stakeholders who are interested in learning about how to help Medical Assistance and MinnesotaCare members with the health care renewal process. MHCP will hold the sessions during June, July and August. The sessions are scheduled for two hours to allow time for questions.

In these sessions, you will learn about:

- Health care renewal background.
- How to help members with health care program eligibility renewals, including:
 - Member tools and resources.
 - Resources for partners, providers and stakeholders.

Follow the link below to learn how providers can help with member renewals, with more information about webinar sessions, including the schedule and how to register. <https://mn.gov/dhs/partners-and-providers/training-conferences/minnesota-health-care-programs/provider-training/provider-role-in-member-renewals.jsp>



All Contracted Plan Providers Must Enroll With The State

The 21st Century Cures Act requires states to enroll contracted managed care organization (MCO) providers who currently are providing or who wish to provide services to members enrolled in managed care organizations. Starting **July 17, 2023**, MHCP will start the screening and enrollment process for contracted MCO only providers.

Actively enrolled fee-for-service providers who have an existing contract with an MCO will not need to go through the screening and enrollment process again.

DHS is offering training sessions for using the Minnesota Provider Screening and Enrollment (MPSE) portal to enroll as a managed care organization contracted only provider with MHCP. These sessions are designed for contracted managed care organization providers and those who wish to contract with managed care organizations starting July 17, 2023.

- Tuesday, July 25, 2023, from 1 to 4 p.m.
 - [Register for July 25 MCO In-Network New Provider Enrollment](#)
- Thursday, Aug. 17, 2023, from 10 a.m. to 1 p.m.
 - [Register for Aug. 17 MCO In-Network New Provider Enrollment](#)

Providers can learn more about the MPSE portal by visiting the [MPSE portal site](#). Additional MPSE trainings can be found on the [MPSE portal training site](#). Review the [frequently asked questions](#) about the MCO enrollment process for managed care organizations contracted providers for additional details.

Refer to the enrollment process for contracted MCO providers on the DHS [Enroll with Minnesota Health Care Programs](#) webpage for more information.

The Medical - Dental Connection

Many systemic diseases have an indisputable connection to oral health, including gum disease. Any disease that decreases the body's ability to fight infections, like rheumatoid arthritis, raises the risk of gum disease. Diabetes has a bidirectional correlation with oral health. Therefore, not only are diabetics more likely to have gum disease and decay, but having untreated gum disease also may make the patient's blood sugar more difficult to control. Some conditions, such as dementia, that decrease dexterity, raise challenges in daily preventive care at home to maintain oral health.

The Minnesota Oral Health Coalition's Meet Your Mouth campaign is designed to increase public awareness of the importance of oral health as it relates to overall health. Campaign materials are free and available for everyone. Resources include over a dozen one-page documents on a variety of topics. Chronic conditions, such as diabetes, HPV and HIV are covered, as well as life stages from pregnancy to the golden years. Other themes include sports, sugar and vaping. The fact sheets are available for download and available in Karen, Hmong, Russian, Somali, Spanish and Vietnamese. Find information at [A Guide to Oral Health – Minnesota Oral Health Coalition](#).

MEET YOUR MOUTH
IT'S PART OF YOUR BODY

Your Mouth and Dementia

Oral health can become challenging in later stages of dementia.

People with dementia are more prone to tooth decay and gum disease. This may be because they find it difficult to follow an oral hygiene routine, or because they cannot express that they have a toothache, meaning problems go untreated.

People with dementia have high levels of plaque and many oral health problems related to oral soft tissues, such as gingival bleeding, periodontal pockets, stomatitis, mucosal lesions, and reduced salivary flow.

More Information

Guardians and caretakers must not neglect oral health in a patient's care.

If they have dentures, make sure they are being cleaned twice a day. Relying on overnight tablets is not as effective as cleaning with a brush.

Worsening dementia or decrease in cognitive abilities is often paired with a significant decrease in maintaining oral health.

Minnesota Oral Health Coalition

Accurate Provider Information Needed

It is critical that we have accurate provider information in our system and that our directories contain correct information about your organization. Please communicate to us if your organization has had any changes to:

- Contracted entity/practitioner name;
- Contracted entity address;
- Billing address/Information;
- Contact change for contracting, billing or credentialing;
- Ownership;
- Tax ID or NPI/UMPI number;
- Add/removal of a contracted entity or practitioner;
- Add or remove services offered;
- Telephone/fax numbers;
- Directory email address;
- Web address;
- Organization hours; and
- Accepting new Medicare/Medicaid patients (yes or no).

CMS requires that we confirm this information directly with our contracted providers each quarter.

We request that you use the following forms to notify South Country of any changes:

- List changes on the **Contracted Entity Change Update Form #5073**.
- If you have added or terminated a location, please use the **Contracted Entity Location Add/Remove Form #5079**.

Both forms are located on our South Country Health Alliance website, under Providers/Forms/Contracted Providers, at <https://mnscha.org/>.

Forward these changes to us via email at providerinfo@mnscha.org, fax to South Country at 507-444-7774 or mail to South Country Health Alliance, Attn: Contracting, 6380 West Frontage Road, Medford, MN 55049. If you have any questions on this process, please reach out to our **Provider Contact Center at 1-888-633-4055**.

South Country provides our members with a current list of providers on our website with the [South Country Provider Online Directory](#) or other downloadable, printable directories.

Thank you for your assistance!

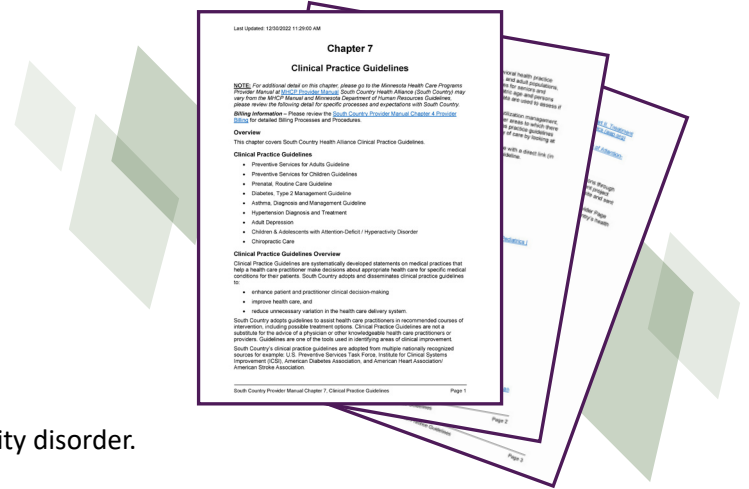
The image shows two forms from South Country Health Alliance. The top form is the 'Contracted Entity Update Form #5073' and the bottom form is the 'Contracted Entity Location Add/Remove Form #5079'. Both forms include sections for provider information, contact details, and specific update or location information. The forms are designed to be filled out and submitted to update the provider directory.

Clinical Practice Guidelines

South Country provides access to clinical practice guidelines for clinicians that are adopted from multiple nationally recognized sources. Examples include the United States Preventive Services Task Force, the American Diabetes Association, the American College of Cardiology, the American Heart Association and the Global Initiative for Asthma. South Country updates its clinical practice guidelines yearly or more often as needed. The links to these guidelines are formatted for easy access and can readily be found on the South Country website at https://mnscha.org/wp-content/uploads/Ch7_12302022.pdf.

There you will find links to resources on such topics as:

- Preventive services for adult guidelines.
- Preventive services for children guidelines.
- Prenatal, routine care guidelines.
- Diabetes, Type 2 management guidelines.
- Asthma, diagnosis and management guidelines.
- Hypertension diagnosis and treatments.
- Depression in adults
- Depression in adolescents
- Children and adolescents with attention-deficit/hyperactivity disorder.
- Chiropractic care.



To view all of the Provider Manual chapters, go to [Provider Manual – South Country Health Alliance](#).



HCBS Providers Electronic Visit Verification Update

Effective June 5, 2023, South Country has implemented the use of an electronic visit verification (EVV) for personal care services, as required by the federal 21st Century Cures Act. The law defines personal care services as those that support activities of daily living or instrumental activities of daily living and require an in-home visit. The law requires providers to use an electronic verification method to record who received services, who provided services, location of service, when services begin and end, date of services and type of service performed.

EVV for home health services will begin later this year. DHS will publish a timeline of compliance thresholds for providers on the [electronic visit verification](#) webpage in advance of the effective date for compliance requirements to help providers meet compliance requirements. A list of services that are in-scope for EVV may be found on the [electronic visit verification](#) webpage and click the Required services tab.

South Country has sent letters to providers that have worked with our members on this process. Provider System User Training is provided via the HHAeXchange Learning Management System. Please visit the HHAeXchange Provider Information webpage - <https://www.hhaexchange.com/info-hub/minnesota> for more information. Please call our Provider Contact Center at 1-888-633-4055 with questions or via email at providerinfo@mnscha.org with any questions you may have on this process as you work with South Country.



Endoscopy Reduction Rules Changes

Effective August 14, 2023, multiple endoscopy reduction rules will be implemented in the South Country Health Alliance claims editing system for members enrolled in Families and Children (PMAP), MinnesotaCare, Minnesota Senior Care Plus (MSC+), and Special Needs BasicCare (SNBC). These rules will match those currently in effect for South Country SeniorCare Complete (MSHO) and AbilityCare (HMO SNP) members.

If you have questions, please call the Provider Contact Center at 1-888-633-4055.

Additional update to South Country's Coordination of Benefits

In accordance with MN Statue 256B.37 subd. 5a, South Country has implemented the following reimbursement change; effective for claims processed on or after July 1, 2023. If South Country has secondary financial responsibility for covered services, South Country shall limit our reimbursement to the provider to the lesser allowed amount from either the primary payer or South Country.

Thank You for Your HEDIS® Efforts

The Healthcare Effectiveness Data and Information Set® (HEDIS®) medical record data abstraction process has been completed for HEDIS® Measurement Year 2022. We thank you for your assistance in completing this process in a timely and efficient manner. We continually utilize HEDIS® outcomes and rates to support our current improvement projects and initiatives.

We welcome your feedback. If you have questions, comments or concerns, please notify Justin Smith, manager of quality, at 507-431-6387, jsmith@mnscha.org or Melissa (Milly) Stanton, quality program coordinator, at 507-431-3012, mstanton@mnscha.org. Also, please reach out to us if you are making changes to chart request locations, medical record contacts or significant changes to electronic medical record systems.

In the coming months, we may reach out to your clinic or nursing home medical records teams as we begin preparing for HEDIS® Measurement Year 2023.

*The HEDIS® team thanks you
for your partnership!*



Provider Resources

Provider Network News is a publication of South Country Health Alliance. For submission information or reprint permission, contact:

South Country Health Alliance
6380 West Frontage Road
Medford, MN 55049

South Country Health Alliance
Provider Manual, [Chapter 3
Provider Network Resources](#).

Email: ProviderInfo@mnscha.org

Visit us online at www.mnscha.org.
Click the Providers tab to find all the forms, instructions and other resources and information you need.

REPORTING:

Fraud, Waste and Abuse

It is everyone's responsibility to report suspected fraud, waste and abuse.

You can report it by sending an email to the South Country compliance department at compliance@mnscha.org, by calling anonymously through our Report it hotline at 1-877-778-5463, or by visiting www.reportit.net.
Username: SCHA, Password: Owatonna

Did You Know?

The DHS website provides updates to personal care attendant (PCA) providers specifically for training requirements, both for individuals and for agency administration staff. [Visit the DHS PCA Provider Training webpage.](#)