

MULTIPLE ENDOSCOPY REDUCTION RULES CHANGE

6/19/2023

Changes will be made to multiple endoscopy reduction rules for members with Medical Assistance (Medicaid)

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+)
- 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.

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.

