

7/3/2023

MA RENEWAL DEADLINE EXTENDED

Medical Assistance renewal deadline extended to August 1, 2023 for people whose renewal paperwork is overdue for July 1, 2023 coverage

Minnesota Department of Human Services (DHS) received federal permission to extend the July 1 deadline to Aug. 1 for the first group of families and children renewing their Medical Assistance since the pandemic. Minnesota extended the Medical Assistance renewal deadline to Aug. 1 for 39,000 Minnesotans whose renewal paperwork is overdue for July 1 coverage. People should still send in their renewal form and any required documentation as soon as possible to avoid gaps in their health insurance.

The state is working with the federal government to avoid ending Medical Assistance coverage for people who may still qualify, but face barriers such as not receiving the form in the mail. Medical Assistance is Minnesota's Medicaid program. The extra month will let the department and its partners find and connect with people in that group who haven't responded yet. The extension also means that no eligible Minnesotans will lose Medical Assistance just before the Independence Day weekend.

For additional assistance or guidance on the information above, please see the resource 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.

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| 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.

