

AUGUST RENEWAL DEADLINE EXTENDED

The Medical Assistance renewal deadline has been extended to Aug. 31 for people whose paperwork is overdue for Aug. 1 coverage

The initial plan had been to delay closures for only the first renewal cohort of people who would have lost coverage July 1, 2023, as Minnesota continues the challenging work to ensure eligible people retain their health care coverage. Given the effectiveness of that additional outreach, the deadline will be extended to Aug. 31, 2023, for the second renewal cohort of people who would have lost coverage Aug. 1, 2023. This includes Medical Assistance enrollees whose case is in either MAXIS or the Minnesota Eligibility Technology System (METS).

Providers can help with healthcare program eligibility renewals

The state needs your help in getting the word out about restarting renewals to help Minnesotans maintain their coverage. Providers have a unique and trusted relationship with members.

Most renewal communication materials are available in English as well as Hmong, Russian, Somali, Spanish and Vietnamese. Visit the Renew My Coverage section for links to all partner and member resources.

- The most important thing most members can do right now is update their contact info if it has changed in the past three years.
- A current mailing address is essential for receiving the renewal packet, which is sent by US mail.
- [Resources to help providers communicate about the unwinding process](#)
- [Resources for providers to share with members](#)

Questions or feedback?

Contact the [MHCP Provider Resource Center](#) at 651-431-2700 or 800-366-5411.

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.