

10/30/2023

DME RURAL RATES COMING SOON

The Minnesota Department of Human Services (DHS) has created a Durable Medical Equipment (DME) rural rates price list. South Country Health Alliance will be transitioning to the DME Rural Price List for date of services February 1, 2024, and after.

Please reach out to our Provider Contact Center at 1-888-633-4055 with any questions.

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.

