

PROVIDER RESPONSIBILITIES FOR MEMBERS WITH REINSTATED COVERAGE

12/8/2023

Provider Responsibilities to certain South Country Health Alliance (South Country) members with reinstated coverage

The Minnesota Department of Human Services (DHS) will reinstate the Minnesota Health Care Programs (MHCP) coverage for 12,745 individuals whose cases were closed for not completing a renewal form but should have had their coverage auto renewed according to guidance issued by the Centers for Medicare & Medicaid Services (CMS) in August of 2023.

The guidance from CMS clarified that states must perform auto renewal processes (also called ex parte processes) at the individual member level, instead of at the household level. Minnesota's eligibility auto renewal processes occurred on a household level and, as a result, some impacted individuals with July, August, and September 2023 renewal dates are having their coverage reinstated. DHS is manually reinstating coverage for affected individuals (ensuring no gap in coverage), renewing their eligibility, and sending out reinstatement notices to them.

What providers need to do:

- Know that impacted South Country members have been told to bring a copy of their reinstatement notice to their clinic or pharmacy.
- Refund the South Country member and bill South Country if the member contacts you with a reinstatement notice and has been billed for covered services during a period of disenrollment that fits these circumstances.

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.