

TRAINING AVAILABLE FOR PCA & CFSS REVALIDATION

11/14/2024

Training available for PCA & CFSS providers who are required to revalidate.

Revalidation training available for PCA and CFSS providers who are required to revalidate

Personal Care Assistance (PCA) providers who received a notice to revalidate and wish to transition to Consumer First Services and Supports (CFSS) must have all owners, managers and supervisors involved in day-to-day operations do the following:

- Complete the [CFSS transition training for current PCA agencies](#).
- Upload proof the training was completed in the [Minnesota Provider Screening and Enrollment \(MPSE\) portal](#).

DHS has received multiple revalidation requests without proof the CFSS transition training was completed leading to delays in processing revalidation.

The Minnesota Department of Human Services (DHS) is offering training for revalidating PCA providers transitioning to CFSS. Providers are encouraged to attend one of the following training courses if there are any questions about how to revalidate.

- Monday, Nov. 25, 2024, from 10 a.m. to noon – [Register for Nov. 25 Revalidation Training](#)
- Tuesday, Dec. 17, 2024, from 1 to 3 p.m. – [Register for Dec. 17 Revalidation Training](#)
- Friday, Dec. 20, 2024, from 10 a.m. to noon – [Register for Dec. 20 Revalidation Training](#)

Providers receive notice of revalidation in their MN-ITS mailbox or through the U.S. Postal Service.

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.

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.