

DHS OFFERS WEEKLY Q&A SESSIONS FOR CFSS PROVIDERS

1/8/2025

DHS is now offering weekly questions and answers sessions with live instructors for Community First Services and Supports (CFSS) providers. The focus of the sessions will be about CFSS enrollment and the transition to CFSS.

Instructors will answer provider questions in a group setting in the order they are received. Instructors will not answer questions that include provider identifying information. Instructors will give live demonstrations of enrollment processes when appropriate.

CFSS provider questions and answers session will be held **weekly on Thursdays** from 11 a.m. to noon using Microsoft Teams. **The first session will be on Jan. 9, 2025.** Click the [Q&A meeting link](#) to join the online meeting. There is no fee or registration required for these sessions and the link to join will be the same every week.

You can also access the link to these sessions at DHS [MHCP Provider Training](#) and [CFSS Provider Agency Enrollment Criteria and Forms](#) webpages.

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

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.