

REQUIRED CFSS TRANSITION TRAINING FOR PCA AGENCY

Required CFSS transition training for PCA agency owners and managers

Personal care assistance (PCA) agency owners and managing employees who have a Steps for Success certificate dated **June 26-28, 2024, or before** must take [CFSS transition training for PCA agency owners/managers/QPs](#).

If you received your certificate on June 26-28, 2024, or earlier, it may have Community First Services and Supports (CFSS) in the certificate number or title. You still need to take the transition test.

Only Steps for Success certificates dated **September 2024 and later** meets the requirements for CFSS enrollment. If your Steps for Success certificate is dated September 2024 or later, you do not have to take the transition test.

For instruction on how to add training certificates to your enrollment record using the Minnesota Provider Screening and Enrollment (MPSE) portal, join the [MPSE questions and answers session](#) held Wednesdays from 1-2 p.m.

For questions about the transition from PCA to CFSS, join the [CFSS questions and answers session](#) held Thursdays from 11 a.m. to noon.

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

Authorization verification

Website questions

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General 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.