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Your First Point of Contact

Provider Contact Center

Hours: Monday - Friday,
8:00 a.m. - noon and 1:00 p.m. - 4:30 p.m.
(Central Time)

Phone: 1-888-633-4055 (toll free)

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Click the envelope icon to receive the Provider Network Newsletter and other provider communications by email.



Provider Portal to Migrate Away From Self-Service Account Management

Starting on April 15, 2025, South Country Health Alliance (South Country) will require all providers to have at least one, up to a maximum of two, user(s) of South Country's Provider Portal designated as a Provider Portal administrator ("Provider Admin") for their organization. The Provider Admin is typically the business office manager and/or billing staff.

The Provider Admin(s) will be responsible for creating new user accounts and terminating user accounts for their organization. This represents a significant change to the current self-service process, where all provider staff can create their own accounts with a valid NPI/TIN combination.

South Country providers use our Provider Portal to access various features, including:

- Payment search;
- Claims inquiry;
- Claim appeal;
- Member eligibility;
- Direct message provider contact center;
- Access Elderly Waiver service agreements; and
- Forms and resources

Providers will be receiving further communication to identify who the Provider Admin(s) will be for their organization.



Nursing Home Providers

Claims for nursing facilities are paid based upon the case mix rates in effect for the specific date(s) of service, not based upon the rates in effect when the claim is submitted or processed by South Country. Rates from a previous calendar year are required when processing a claim. South Country uses Minnesota Department of Health (MDH) Nursing Home Report Card facility daily rates when processing long-term care claims. It is important to fax South Country your annual daily rate sheet because rates for previous calendar years are removed from the Nursing Home Report Card website and no longer available after the first of each year. To prevent claims from denying due to missing Medical Assistance (Medicaid) resource utilization group/casemix rates please fax your daily rate sheet to 1-888-633-4052. Providers may access their historical rates at nfportal.dhs.state.mn.us.

If you have questions, please review Chapter 30 (Long-Term Care (LTC)) of the [Provider Manual](#) on our website or call the Provider Contact Center at 1-866-633-4055.

Skilled Nursing and Therapy Providers

As part of South Country's annual provider training, the Centers for Medicare & Medicaid Services (CMS) expects health plans to "refresh and/or train staff and contracted providers" on the policy established with the 2013 Jimmo vs. Sebelius settlement.

This settlement clarified that the Medicare program covers skilled nursing care and skilled therapy services in a skilled nursing facility, home health, and outpatient therapy not only to improve a person's condition. A summary of the settlements was posted by the Center for Medicare Advocacy, stating "the settlement confirmed that access to Medicare coverage should be determined based on the beneficiary's need for skilled care, not potential for improvement. Specifically, the settlement concluded that Medicare covers skilled care to maintain an individual's condition or slow decline."

CMS noted there may have been misunderstanding that Medicare only covers skilled nursing and therapy services under Medicare when a beneficiary is exhibiting progress and improvement. Providers are encouraged to review clarifications noted in the FAQ from CMS in the link below.

What this means to South Country contracted providers: Since the South Country utilization management program does not require prior authorization for medical necessity for Medicare skilled services, providers are expected to follow Medicare guidance and coverage criteria guidelines. For more information on this topic providers may access the following:

- [Jimmo Settlement | CMS](#)
- [Frequently Asked Questions \(FAQs\) Regarding Jimmo Settlement Agreement | CMS](#)
- [2024-02-08-MLNC | CMS](#)

Accurate Provider Information Needed

It is critical that we have accurate provider information in our system and that our directories contain correct information about your organization. CMS requires that we confirm this information directly with our contracted providers each quarter. Please communicate to us if your organization has had any changes to:

- Contracted entity/practitioner name;
- Ownership;
- Addition or removal of services offered;
- Contracted entity address;
- Tax ID or NPI/UMPI number;
- Directory email address;
- Billing address/information;
- Telephone/fax numbers;
- Web address;
- Contact information for contracting, billing or credentialing;
- Addition or removal of a contracted entity or practitioner;
- Organization hours; and
- Accepting new Medicare/Medicaid patients (yes or no).

New forms to ensure accurate provider information!

Use the following forms to notify South Country of any changes:

- List changes on the **Contracted Entity Change Update Form #5073**.
- If you have added or terminated a location, use the **Contracted Entity Location Add/Remove Form #5079**.
- If you are changing any services at a particular location, use the **Change of Services web form**.

These forms are located on our South Country website, under Providers/Forms/Contracted Providers, at <https://mnscha.org/>.

The image shows two overlapping forms from South Country. The top form is titled 'Contracted Entity Change Update Form #5073' and the bottom form is titled 'Contracted Entity Location Add/Remove Form #5079'. Both forms have a header with the South Country logo and a section for 'Contracted Entity Information' including fields for Name, Address, Phone, Fax, Email, and Website. The bottom form also includes a section for 'Location Information' with fields for Location Name, Address, Phone, Fax, and Email.

Forward these changes to us via email at providerinfo@mnscha.org, fax to South Country at 507-444-7774 or mail to South Country Health Alliance, Attn: Contracting, 6380 West Frontage Road, Medford, MN 55049. If you have any questions on this process, please reach out to our **Provider Contact Center at 1-888-633-4055**.

South Country provides our members with a current list of providers on our website with the [South Country Provider Online Directory](#) or other downloadable, printable directories.

Thank you for your assistance!

Model of Care Information

South Country's Model of Care is our plan to address the unique needs of each member in AbilityCare (SNBC) and SeniorCare Complete (MSHO), our two fully integrated Medicare Advantage Special Needs Plans for individuals eligible for both Medicare and Medicaid. It is important that our providers understand the Model of Care so we can actively work together to ensure superior care and service and improve the quality of life for our members.

About Our Members

The average age of our AbilityCare members is 50, with enrollment split almost evenly between males and females. Forty-one percent of our SeniorCare Complete members are 80 years old or older, and 70% of our SeniorCare Complete members are female.

Members from both plans have complex physical, cognitive and mental health diagnoses that are chronic in nature. However, in most cases, these health issues are managed through engagement and support of the right providers and services.

Care Coordination

Our Model of Care centers around working closely with members at every level to set them up for success. Each member is assigned a care coordinator who conducts a health risk assessment (initially upon enrollment and annually unless a member is unable to be reached or refuses). After a health risk assessment is completed with a member, a care plan is developed. Care coordinators assist members in selecting a primary care clinic or practitioner. Care coordinators live and work in our members' communities and are experts in identifying and working with local providers and resources.

Care coordinators work with various health care providers, including primary care, dental, specialty, home care, and more, as well as community human service providers (e.g., food shelves, veteran's services, etc.) so members can receive care at the right time without duplication of services. This close management of resources and relationships results in improved health outcomes for members and improved efficiency for providers.

Local care coordination also ensures access to all the member's benefits, including Medicare, Medicaid, home and community-based waivers and other county services. For example, a medical equipment provider may encounter difficulty in filling a physician's order for a wheelchair or walker because the physician needs to meet directly with the member to complete additional required paperwork. A care coordinator would work with the member by assisting in setting up transportation to a scheduled appointment with the physician to complete the correct paperwork and ensure necessary forms are submitted to the equipment provider for processing.

Interdisciplinary Care Team

The interdisciplinary care team (ICT) in each county acts as another important part of the Model of Care. The ICT is a collaborative group consisting of South Country staff, care coordinators and providers. Some of the goals of the ICT include:

- Sharing clinical information to ensure members receive appropriate and timely care;
- Sharing completed member care plans directly with providers to improve understanding of member preferences; and
- Monitoring transitions in care (e.g., emergency room visits and hospitalizations) to improve discharge planning, decrease length of stays, decrease readmissions and improve members' overall care.



Measurable Goals, Outcomes and Evaluation

Our Model of Care includes annual measures that are monitored and analyzed to help improve the quality of life for our members. Results are documented and preserved as evidence of the effectiveness of the Model of Care and reviewed for opportunities to improve processes and strategy where needed. These results are communicated to stakeholders and regulatory agencies.

CMS requires that we provide Model of Care training and information to providers. Thank you for participating in our network and the services you provide our members.

For more information, please review Chapter 10 (Model of Care) of the [Provider Manual](#) on our website.

Attention SUD Residential Providers

South Country is expected to align with the Minnesota Department of Human Services (DHS) in post payment reviews of Substance Use Disorder (SUD) residential services. Not all claims will be considered but instead a random set will be reviewed to ensure the American Society of Addiction Medicine level of care was met and appropriately billed. South Country's behavioral health division will reach out when a review is being initiated to request necessary documentation.

Please note we continue to expect notification of all admissions and discharges, using the SUD Residential Notification form #4505. This form is found on our website, under Providers>Forms>Behavioral Health>Substance Use Disorder, at [Forms – South Country Health Alliance](#).

[illegible]

EIDBI Outreach

South Country is contracted with DHS to pay for Early Intensive Developmental and Behavioral Intervention (EIDBI) services. As part of our contract, South Country has the following responsibilities:

- Implement procedures to deliver case management services for all enrollees who may be eligible for EIDBI services.
- Review each Individual Treatment Plan to ensure all statutory components are included in all treatment plans.
- Review each Comprehensive Multi-Disciplinary Evaluation for completeness and to confirm medical necessity for services.

To fulfill these responsibilities, South Country will be reaching out directly to our members and may at times reach out directly to you as the provider. Please complete a review of your records to ensure all documents meet the statutory requirements found in Minnesota Statute 256B.0949. Our goal is to partner with you and work together to ensure the safety and well-being of our members.

Medicare Advantage and Prescription Drug Plan - CAHPS

Consumer Assessment of Health Care Providers and Systems (CAHPS)

Overview: CMS collects information about Medicare beneficiaries' experiences with, and ratings of, Medicare Advantage (MA) plans, Medicare Advantage Prescription Drug (MA-PD) plans, and stand-alone Medicare Prescription Drug Plans (PDP) via surveys of beneficiaries who have been enrolled in their plans for six months or longer.

About the survey: The MA and PDP CAHPS Survey is administered annually to a large sample of MA and PDP beneficiaries using a mixed mode data collection protocol that includes two survey mailings and telephone follow up of non-respondents to the mailed questionnaire. Questions ask about ease of getting needed care and seeing specialists, getting appointments and care quickly, doctors who communicate well, coordination of members' health care services, health and/or drug plan provides information or help when members need it, ease of getting prescriptions filled, rating of health and/or drug plan, rating of health care quality, annual flu vaccine, and pneumonia vaccine.

We need your help providing the highest level of care to meet the needs of our members and supporting excellent outcomes on the survey.

South Country Health and Wellness Rewards

South Country has new, increased and returning wellness rewards where members can earn a gift card after receiving their screening and completing the voucher. South Country wants to increase the percentage of our members going in for health prevention and screenings as recommended by their provider.

Prenatal Care \$75 Reward

Complete four prenatal visits during a pregnancy.

Postpartum Care \$75 Reward

Complete a postpartum visit between seven and 84 days after delivery.

Infant Checkups \$75 Reward

Complete at least six infant well-care checkups before 15 months of age.

Lead Test \$25 Rewards

Complete a lead test between nine and 18 months and then again between 18 to 30 months of age for up to two rewards.

Well-Child Visits \$25 Reward

Complete two child well-care visits between 15 and 30 months of age.

Child and Adolescent Well-Care Visit \$25 Reward

Complete an annual C&TC exam for children ages three to 21.

Childhood Immunizations \$50 Reward

Complete all provider recommended immunizations by the child's second birthday.

Immunizations for Adolescents \$50 Reward

Complete all provider recommended immunizations by 13 years of age.

Chlamydia Testing \$25 Reward

The member should talk with their health care provider about screening for chlamydia and other related infections that are advised for them based on factors including age and history.

Cervical Cancer Screening \$25 Reward

Members ages 21 to 65 (or as recommended by their provider) who complete a cervical cancer screening.

Breast Cancer Screening \$25 Reward

Members age 40 and older (or as recommended by their provider) who complete a mammogram.

Colorectal Cancer Screening \$25 Reward

Members age 45 and older (or as recommended by their provider) who complete a colorectal cancer screening.

Diabetes Blood Glucose (HbA1c) Test \$25 Reward

Members enrolled on AbilityCare, SharedCare, SingleCare, SeniorCare Complete (MSHO), or MSC+ with a diagnosis of Type 1 or Type 2 diabetes mellitus on date of service of blood glucose (HbA1c) test.

Preventive Dental Care \$25 Reward

Members enrolled on AbilityCare, SharedCare, SingleCare, SeniorCare Complete (MSHO) or MSC+ who complete at least one preventive dental visit.

Other available member benefits:

NEW BENEFIT for 2025!!

Delfina Program

Members who are currently pregnant or up to one year postpartum are eligible to use the Delfina App. This app includes virtual support from doulas, registered dietitians, mental health therapists, lactation counselors, as well as offers virtual group classes for members to join!

<https://www.delfina.com/south-country-health-alliance>

Be Active™

Families and Children, SingleCare, SharedCare, MinnesotaCare and Minnesota Senior Care Plus (MSC+) members receive up to a \$20 credit; SeniorCare Complete and AbilityCare members receive up to \$40 credit for toward their monthly health club membership fees.

Be Buckled™

South Country provides one car seat per child, age 8 (7 years and 12 months) and younger, per lifetime.

Early Childhood Family Education (ECFE)

Classes for families with newborn to kindergarten age children are free to South Country members. Sibling care is not covered.

Pregnancy and Childbirth Education Classes

Classes for expecting parents.

Free Breast Pump

South Country will cover the cost of a breast pump for new moms.

Community Education

South Country will cover up to \$15 of the registration fee for up to five Community Education classes a year.

Some restrictions apply. Visit www.mnscha.org or call Member Services for full details. Rewards limited to one reward per year per service unless otherwise specified.

Quality Improvement Projects

As a part of South Country's quality improvement projects, we have two focused studies, two performance improvement projects (PIPs) and two chronic care improvement projects (CCIPs) in 2025.

Focused Studies

Focused studies are improvement projects where we "focus" our efforts to improve the health outcome of a specific set of members.

Cervical cancer prevention screening – In this focused study we are working to get members ages 21 to 64, or as recommended by a provider, in to see their primary care physician for routine prevention screenings for cervical cancer and to improve on the early detection of cervical cancer.

Chlamydia screening – In this focused study we are working to get members who were identified as sexually active to complete a test for chlamydia screening annually and to consult their primary care physician for other recommended routine prevention screenings.

Performance Improvement Projects

South Country is engaged in two performance improvement projects.

The first PIP focuses on addressing the comorbidities of diabetes and depression for the seniors in Minnesota Senior Health Options (MSHO) and Minnesota Senior Care Plus (MSC+) products and the Special Needs Basic Care (SNBC) populations.

The second PIP aims to promote a "Healthy Start" for children in the Families and Children (PMAP) and MinnesotaCare populations by focusing on and improving services provided to pregnant people and infants.

Chronic Care Improvement Projects

Cancer screenings for members — These projects work to increase the number of members who are up to date on their colorectal and breast cancer screenings for early detection and to increase the percentage of our members going in for health screenings as recommended by their providers and physicians.

South Country collaborates with providers and various external stakeholders on various projects and initiatives and is always open to new collaborative ideas and approaches to support our members' health and wellness. In 2025, we would like to continue adding new engagement with communities and providers in the performance improvement projects and request that you email quality@mnscha.org or call 507-431-6387 to discuss opportunities to work together.

Our friendly provider network team would love to hear from you.

Tell us how we are doing - please take a minute or two to complete our [Satisfaction Survey](#).

Provider Resources

Provider Network News is a publication of South Country Health Alliance. For submission information or reprint permission, contact:

South Country Health Alliance
6380 West Frontage Road
Medford, MN 55049

South Country Health Alliance
Provider Manual, [Chapter 3](#)
[Provider Network Resources](#)

Email: ProviderInfo@mnscha.org

Visit us online at www.mnscha.org.

Click the Providers tab to find all the forms, instructions and other resources and information you need.

REPORTING: Fraud, Waste and Abuse

It is everyone's responsibility to report suspected fraud, waste and abuse.

You can report it by sending an email to the South Country compliance department at compliance@mnscha.org, by calling anonymously through our Report it hotline at 1-877-778-5463, or by visiting www.reportit.net.
Username: SCHA, Password: Owatonna

Did You Know?

The DHS website provides updates to personal care attendant (PCA) providers specifically for training requirements, both for individuals and for agency administration staff. [Visit the DHS PCA Provider Training webpage.](#)