

## UPCOMING TRAININGS – INTENSIVE DEVELOPMENTAL AND BEHAVIORAL INTERVENTION (EIDBI) CLINICAL SUPERVISION

The Minnesota Department of Human Services (DHS) is offering EIDBI Clinical Supervision training sessions to help providers understand supervision requirements, responsibilities, and best practices. These sessions are designed to help EIDBI providers prepare to implement the new clinical supervision requirements passed during the 2025 legislative session.

The online training sessions are scheduled for the following dates and times:

- Wednesday, Aug. 20, 2025, from 9 to 10:30 a.m.
- Wednesday, Sept. 17, 2025, from 12 to 1:30 p.m.

The content is the same for both training sessions. Registration is required.

Refer to the [Training announcement: EIDBI Clinical Supervision](#) Trainings Disability Services Division training announcement for more information and to register.

### 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





## Bulletin/Update

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.