

Quick Reference Phone and Service Guide

South Country Health Alliance – www.mnscha.org

	<i>Phone Number</i>	<i>Services</i>
Main Office	1-507-444-7770	6380 West Frontage Road, Medford, MN 55049
Member Services (www.mnscha.org)	<p>1-866-567-7242 TTY: 1-800-627-3529 or 711</p> <p>Medical Assistance Products: 8am-8pm, Monday-Friday</p> <p>Medicare Products: 8am-8pm, Monday-Friday (April 1 through September 30)</p> <p>8am-8pm, 7 days a week (October 1 through March 31)</p> <p>Fax: 1-507-431-6328</p> <p>RideConnect: 8am-4pm, Monday-Friday</p>	<ul style="list-style-type: none"> • Eligibility • Covered benefits questions: (Medical, Dental, Chiropractic, Pharmacy) • Interpreter needs • Complaints • Restricted recipients • Member Wellness programs • Questions/referrals regarding Mental Health Targeted Case Management • Scheduling non-emergency medical rides • RideConnect ride request forms can be found on the South Country website (www.mnscha.org)

Authorizations and Notifications www.mnscha.org

24-Hour Nurse Line for Members	<p>1-866-538-1226 TTY: 1-877-777-6534</p>	<p>24 hours a day/7 days a week Trained nurses can answer member questions about minor illnesses and injuries.</p>
South Country Health Alliance Utilization Management	<p>*All authorizations must be faxed or submitted directly via Provider Portal – See Below under Miscellaneous</p> <p>Phone: 1-888-633-4051 Fax: 1-888-633-4052</p> <p>Notifications and Nursing Home Communication request fax: 1-888-633-4052</p>	<ul style="list-style-type: none"> • Authorization requests and reviews • Authorization for out-of-state providers • Authorization request forms found on the South Country website (www.mnscha.org) or Provider Portal Page

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		<ul style="list-style-type: none"> • Mental Health and Chemical Dependency Auth Services • Behavioral Health forms found on SCHA Provider Portal
Medical Pharmacy	<p>Medicare/Dual-eligible Members authorization request fax: 888-633-4052</p> <p>Medicaid Members fax: 866-533-5496 (PerformRx Medical Pharmacy)</p>	<ul style="list-style-type: none"> • Medical Pharmacy authorization request forms found on the South Country website (www.mnscha.org)
Dental Program – Delta Dental of Minnesota		
Delta Dental Provider Services	<p>1-651-348-3222 or</p> <p>1-866-398-9419</p>	<ul style="list-style-type: none"> • Eligibility information • Benefits information • Authorizations • Claims questions for dental services
Dental Claims Submission Information		<p>Delta Dental of MN PO Box 9120 Farmington Hills, MI 48333-9120</p> <p>Electronic claim submission Payer ID# 07000</p>
Medical Program – www.mnscha.org		
Medical Claims Submission Information	Fax claim attachment cover sheet and all documentation via instructions	<ul style="list-style-type: none"> • South Country Electronic claim submission Payer ID# 81600

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South Country Health Alliance Provider Contact Center	1-888-633-4055	<ul style="list-style-type: none"> • Network questions • Contract questions • Questions regarding billing, claims, covered services, authorizations, determinations, and enrollment
PerformRx – www.performrx.com		
Pharmacy Provider Help Desk	Medicaid 1-866-935-8874 Medicare 1-866-935-6681	<ul style="list-style-type: none"> • Can assist pharmacies with prescription claims processing • Contracting questions • Prior authorizations
Tobacco Cessation Program - The EX Program		
The EX Program	1-833-EXCOACH (1-833-392-6224) BecomeAnEX.org/signup/scha	<ul style="list-style-type: none"> • Telephonic coaching • Live Chat coaching • Resources for E-cigarette users • Nicotine Replacement Therapy fulfillment
Miscellaneous		
HealthEC/MN E-Connect Help Desk (Healthec – MneConnect website)	1-877-444-7194	<ul style="list-style-type: none"> • Registration • Claims submission issues • Claim attachment cover sheet • General direct data entry
South Country Health Alliance Provider Portal	https://secure.healthx.com/scha.provider.aspx	<ul style="list-style-type: none"> • Verify Member eligibility and benefits • Check claim status • Request authorizations • View authorizations and referrals