

## DHS INVITES SUBSTANCE USE DISORDER PROVIDERS TO ATTEND ASAM INSIGHTS TRAINING

### Open Forum for Minnesota Substance Use Disorder Treatment Providers

The Minnesota Department of Human Services (DHS) invites all substance use disorder (SUD) treatment providers across Minnesota to participate in the upcoming ASAM Insights open forum, hosted in collaboration with Acentra. This session is specifically designed to support clinicians and provider staff in navigating and applying “The ASAM Criteria, 3rd Edition” within their daily practice.

### About ASAM Insights

ASAM Insights is a one-hour, interactive session led by an ASAM-certified trainer. This open forum provides an opportunity for SUD providers to ask questions, discuss real-world challenges, and gain clarity on key aspects of the ASAM Criteria. Providers can join at any point during the hour—no registration is required.

### Topics of Discussion

- Six-dimensional assessment
- Documentation standards
- Treatment planning
- Continued service and transfer
- Discharge management
- And more, based on participant questions

### Session Details

Session Name	ASAM Insights with Acentra
Date & Time	Second Friday of each month at 11:00 AM Central Time
Duration	1 Hour (Drop in anytime)
Location / Link	<a href="#">ASAM Insights Meeting Link</a>
Registration	No registration required



## Bulletin/Update

### Additional Information

- Monthly Portal Assistance Meetings have concluded.
- Technical assistance is available by request. Providers seeking additional support can schedule a session as needed.
- For direct questions or technical assistance, contact: [minnesotaasam@acentra.com](mailto:minnesotaasam@acentra.com).

DHS encourages all interested substance use disorder providers to take advantage of this valuable learning and support opportunity to enhance clinical skills and improve client outcomes using the latest ASAM Criteria.

### 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	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.