

PEOPLE RECEIVING PCA ON AC MUST TRANSITION TO CFSS BEFORE APRIL 1, 2026

Minnesota Health Care Programs members on the Alternative Care (AC) program are no longer eligible to receive Personal Care Assistance (PCA) services effective 11:59 p.m., **March 31, 2026**. These members must have transitioned to [Community First Services and Supports \(CFSS\)](#) or an alternative service. Providers may review the [March 10, 2026, DSD eList](#) for the lead agency's guidance to end all PCA services on March 31, 2026.

Providers who still have members on the AC program with approved PCA service authorizations on their service agreements **extending past March 31, 2026**, must contact the member's case manager to transition their PCA services. Providers must work with case managers to transition members to CFSS, another AC service or informal supports to meet the member's personal care needs.

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.

