

DEADLINE EXTENSION TO TRANSITION TO COMMUNITY FIRST SERVICES AND SUPPORTS

The Minnesota Department of Human Services has extended the deadline for personal care assistance (PCA) and consumer support grant (CSG) members to transition to Community First Services and Supports (CFSS). Members who have not completed the transition to CFSS have until **Sept. 30, 2027**, to make this transition.

Providers must review the current phase of the [transition from PCA and CSG to CFSS](#) to ensure their organization can provide CFSS services to PCA or CSG members when they transition.

Providers can also review the following resources:

- [What do current PCA provider agencies need to do?](#)
- [What do FMS providers need to do?](#)

The transition extension does not apply to the following:

- Members on Alternative Care can no longer use PCA services. So, this extension does not apply to them.
- Members cannot use extended PCA services after Sept. 30, 2026. Extended PCA services are in addition to a member's assessed services and are authorized by the member's case manager. Providers will see extended PCA services on their authorization letters with a UC modifier code.

For more information, refer to the [March 25, 2026](#) and [May 12, 2026](#) eList announcements.

Call the [Minnesota Health Care Programs Provider Resource Center](#) with any questions about this message at 651-431-2700 or 800-366-5411.





Bulletin/Update

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 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.