

UPDATE ON PAYMENT SUSPENSION LIFT

Minnesota Department of Human Services (DHS) released an announcement stating, for continuity of care, providers in one of the 13 high-risk services who have submitted an appeal for their revalidation disenrollment by Tuesday, June 16, 2026, at 6 p.m., will have their payment suspension lifted by end of day Friday, June 19, 2026. This includes providers who did not receive the previous payment suspension lift memo sent on June 11, 2026. Note, you must submit an appeal for each enrolled location or provider record if you own or operate multiple agencies or locations.

This payment suspension lift does not apply to providers who are currently subject to a payment suspension for other enrollment-related requirements or to providers with an active payment withhold imposed by the Program Integrity Oversight Division. A memo confirming your payment suspension lift will be sent via MN-ITS mailbox (PRVLTR file type).

Allow until Saturday, June 20, 2026, to verify that you have not received a payment suspension lift memo before contacting the Minnesota Health Care Programs Provider Resource Center.

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.





Bulletin/Update

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.