

CLARIFYING TERMINATION DATES FOR PROVIDERS

Clarifying termination dates for providers appealing a revalidation determination on enrollment records with high-risk services

The Minnesota Department of Human Services (DHS) has received many questions from providers currently appealing a revalidation termination made for their enrollment records with high-risk services, as part of Minnesota Revalidate 2026. Providers currently engaged in the appeals process as part of Minnesota Revalidate 2026 should refer to the following information for clarification on termination dates.

Termination dates

Providers who are working with DHS through the appeals process will not be terminated, even if their scheduled termination date has passed, until a final appeal determination has been made. Many providers in appeals currently have an outstanding Request for More Information (RFMI) notice, which requires providers to respond with the additional information requested within seven business days.

DHS is currently working to allow for continued waiver service billing and Service Authorizations to be entered while the appeal is in process.

Help for providers

Providers who need assistance are encouraged to respond to calls from DHS and letters about their appeal and revalidation, and can connect with the appropriate staff by:

- Attending a [virtual MPSE portal technical drop-in session](#), held daily, Monday through Friday, from 1 to 2 p.m.
- Sending appeal materials and questions to: provider.enrollment.appeals.dhs@state.mn.us.
- Sending general questions regarding revalidation to: revalidation.inquiries.dhs@state.mn.us.





Bulletin/Update

Please use the [Provider Resource Center contact form](#) to reach out to DHS for the status of your appeal **if it has been more than 30 days since the appeal submission date and you have not heard from DHS** via your MN-ITS mailbox, email, U.S. Postal Service or MPSE notes.

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.