

IMPORTANT REVALIDATION PROCESS REMINDERS FOR HIGH-RISK PROVIDERS

DHS announced that some important steps in the revalidation process may have been misunderstood by providers and are being missed. Please review the following for clarifying information from DHS.

Report change of ownership

It is important to let DHS know when there is a change of ownership at a provider organization. Change in ownership may result in payment reversals for terminated providers. Refer to [Provider Entity Sale or Transfer Addendum \(DHS-5550\)](#) for detailed instructions.

Disclose business operation involvement

Up-to-date information on managing employees, board members, and other individuals involved in daily business operations must be kept on record. For specifics, read [What role types am I required to disclose and what are the definitions for owner, managing employee, and other roles?](#) in the online FAQ. The definitions section of [Disclosure of Ownership and Control Interest of an Entity \(DHS-5259\)](#) may also be helpful.

Learn more

For more information on these and other important processes, review the "[Changes to Enrollment](#)" section in the DHS Provider Manual. For other questions about revalidation, email revalidation.inquiries.dhs@state.mn.us.

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





Bulletin/Update

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.