

UPCOMING SUD BILLING CHANGES

Effective August 1, 2026, South Country Health Alliance will align with the Minnesota Department of Human Services (DHS) in implementing Substance Use Disorder (SUD) treatment service and outpatient billing changes resulting from the 2025 Minnesota Legislative Session.

Providers are encouraged to review the DHS resource, "[Information on 2026 Changes – Substance Use Disorder Changes Coming Soon \(PDF\)](#)," available under the News and Current Reminders section of the DHS [Substance Use Disorder Reform](#) webpage for additional details and updates regarding these upcoming changes.

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

Provider web portal issues
Claim rejection guidance
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.

