

Chapter 3

Provider Network Resources

Provider Contact Center

Hours of operation: Monday–Friday, 8:00am–4:30pm (Central Standard Time)

The Provider Contact Center will be closed from 12 noon - 1 pm

Phone number: 1-888-633-4055 (toll free)

South Country Health Alliance (South Country) encourages providers to use our South Country Provider Portal at <https://provider.mnscha.org/scha.provider.aspx> for general questions on member eligibility, claim status, authorization status, to obtain a copy of your remittance, elderly waiver service agreements or submit a secure email.

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. You may call the Provider Contact Center regarding a variety of provider issues. Callers are given a reference number that identifies your call in our system. Please keep the reference number in your records and note the date of your call to refer to if you have any additional questions or need to check on the status of an open issue. When you call you will speak with a knowledgeable provider contact center specialist on many issues, such as (but not limited to):

- Member eligibility and benefit coverage;
- Authorization verification;
- South Country Website questions;
- Claims billing and processing guidelines;
- Remittance adjustment code details and payment information;
- Claim rejection guidelines;
- Provider web portal issues/questions;
- Non-Contracted process;
- Co-payments and coinsurances as related to member benefits;
- Clarification regarding provider communications;
- Appeal status; and
- General Information.

Resources available to South Country Providers for Questions:

- South Country website www.mnscha.org
- South Country Provider Portal <https://provider.mnscha.org/scha.provider.aspx>
- Provider Contact Center 1-888-633-4055
- Provider Newsletter: To receive the latest updates and changes to programs, policies and procedures, sign up to receive electronic Provider Network communications at <https://mnscha.org/providers/provider-news-updates/subscribe-to-provider-updates/>

Provider Relations Representative

A provider's first point of contact with questions or concerns should be to reach out to our Provider Contact Center at 1-888-633-4055. After working with the Provider Contact Center staff without resolution or received the understanding/clarification regarding your concern(s), please reach out to the South Country provider relations representative. All calls made to our Provider Contact Center are given a call reference number. Please note all your call reference number(s) as well as the date(s) of your call.

You can contact the provider relations representative by email at: ProviderInfo@mnscha.org

Please include the following information in your request to the provider relations representative:

- Your call reference#(s) and date(s) of call to the Provider Contact Center;
- A brief description;
- Any example(s) of your concern(s); and
- Your organization TIN and NPI/UMPI.

Provider relations representative may also assist with:

- Education on South Country processes, resources available, organizational questions and issues;
- Help with understanding South Country communications; and
- Provider outreach regarding member issues or concerns or request additional information on your provider organization.

Provider Contracting and Credentialing

Providers with the following questions can send an email to: ProviderInfo@mnscha.org

- Contract applications;
- Adding additional or removing sites to/from contracts;
- Amendments to contracts (adding additional services);
- Ownership changes to contracts;
- General changes to a contract, NPI/UMPI, TIN, address changes;
- Rate discussions; and
- General contract questions.

Providers with the following questions can send an email to: credentialing@mnscha.org

- Credentialing.
- Organizational assessment.

Submission of Rate Letters Needed

South Country needs copies of the rate letter sent annually from the Minnesota Department of Human Services (DHS) and/or the Centers for Medicare and Medicaid Services (CMS) from the following providers:

- Critical access hospitals (CAH);
- Swing beds;
- Rural health centers (RHC);

- Federally qualified health centers (FQHC); and
- Targeted case management (TCM) agencies (children and adults).

For South Country to correctly process payments we need to have a copy of the letter or notification on file. Please email copies of the rate letters/notifications to schaclaims@primewest.org or fax copies to 320-762-5996, please include the facility name, NPI, and tax ID in your correspondence.

South Country Must Have Accurate Provider Information

It is critical that we have correct provider information in our system to ensure claims are processed accurately and timely. This also allows our directories to contain current information about your organization.

Provider forms are available at mnscha.org. We request that you use the following forms to notify South Country of any changes:

- Contracted Entity Change Update Form - Identify any changes.
- Contracted Entity Location Add/Remove Form - Added or terminated a location.

Please notify South Country at least 30 days before the following changes occur:

- Contracted entity/practitioner name;
- Contracted entity address;
- Billing address/Information;
- Contact change for contracting, billing or credentialing;
- Ownership;
- Tax ID or NPI/UMPI Number;
- Add/removal of a contracted entity or practitioner;
- Telephone/Fax numbers;
- Directory email address;
- Web address;
- Organization hours; and
- Accepting new Medicare/Medicaid patients (yes or no).

In the following situations, please submit forms 60-90 days prior to the requested effective date of the change:

- A new site requires organizational assessment;
- Ownership changes requiring contracting;
- Adding services that are not currently covered under the provider's contract; and
- Major additions, changes or terminations that apply to a large portion of sites.

South Country Provider Portal

The South Country Provider Portal offers providers access to a variety of helpful plan and administrative information. Current options include:

- Claims status and detail;

- Verify member eligibility;
- Authorizations and status;
- Remittances;
- Electronic Claim Appeals
- Forms and resources;
- Send secure emails; and
- Elderly Waiver service agreement information.

Once you have submitted a claim, you may register to access the South Country Provider Portal at <https://provider.mnscha.org/scha.provider.aspx> . If there are any questions regarding your registration, call the Provider Contact Center at 1-888-633-4055.