

# Chapter 3

## Provider Services

### Provider Services

Monday–Friday, 7:00am–7:00pm (Central Time)  
1-800-995-4543 (toll free) – MMSI Provider Services

### MMSI Provider Services

South Country Health Alliance (SCHA) encourages providers to call Provider Services as their first point of contact regarding eligibility inquiries, benefit determination questions, and claim status issues. When you call you will speak with a knowledgeable Provider Services Specialist. They are there to help with many questions such as (but not limited to):

- Member eligibility
- Member benefit and product information
- Claims status or adjustment
- Facilities, hospitals, dialysis centers, hospice providers, surgery centers, skilled nursing facilities (SNF)
- Claim reimbursement determinations or adjustments
- Claim processing
- Billing questions
- Claim rejections
- Coordination of benefits
- Authorizations
- Co-payments and coinsurances as related to member benefits
- Clarification regarding claim processing procedures and provider communications

### Claim Payment Inquiries, Payment Disputes, General Inquiries/Complaints

#### Resources Available to SCHA contracted Providers for Questions:

- SCHA Website [www.mnscha.org](http://www.mnscha.org)
- MMSIServices.com [www.MMSIServices.com](http://www.MMSIServices.com)
- SCHA Provider Services 1-800-995-4543
- MN E-Connect [www.mneconnect.com](http://www.mneconnect.com)

MMSI Provider Services Specialists are available to answer general questions, check claim status, and identify participating providers. If the MMSI Provider Services Specialist is unable to answer the provider (or SCHA staff member) question, they will route to the appropriate internal claims staff member.

If MMSI claims staff is unable to resolve, the issue will be routed to Network Development, who will identify the contract holder.

## **Provider Contracting**

Providers are encouraged to contact their contract manager directly for questions pertaining to contract issues, or call Provider Services at 1-800-995-4543.

## **Contract Manager**

The contract manager is the point person for contract related issues.

Contact your contract manager for:

- Contract questions
- Contract implementation issues
- New contract options
- Contract terms and interpretations
- SCHA organizational questions and issues
- General SCHA policy and procedure questions

## **Forms and Updates**

Provider updates and forms are available under the Provider Resources tab on South Country Health Alliance's website [www.mnscha.org/provider](http://www.mnscha.org/provider).

To receive the latest updates and changes to programs, policies and procedures, sign up to receive electronic bi-monthly Provider Network Newsletter at [http://mnscha.org/providers\\_subscribe.htm](http://mnscha.org/providers_subscribe.htm).

## **Web Access**

The MMSI web site – [www.MMSIservices.com](http://www.MMSIservices.com) offers network providers access to a variety of helpful plan and administrative information. Current tools include:

- Claims look-ups
- Check member eligibility
- Provider searches

In addition, the site provides access to many of the common forms necessary for day-to-day transactions with MMSI. Forms for credentialing, referrals and prior authorization, address or tax ID changes and other related topics all can be found on the web site.

To register, complete the Super User Request Fax Form on [www.MMSIservices.com](http://www.MMSIservices.com) and fax to MMSI at 507-266-0616. If there are any questions regarding the form, contact Julie Dahl, Provider Services Coordinator, at 507-538-5148.

NOTE: Once the provider has been given access, the provider will receive a User Guide for reference. The User Guide explains how the provider logs on and looks up claim information, as well as, how to set up End Users.

### **MN E-Connect**

MN E-Connect is a free on-line direct data entry claim system available to providers billing services for members on South Country Health Alliance. To register go to [www.mneconnect.com](http://www.mneconnect.com). Further information is available at 1-877-444-7194.