

South Country Health Alliance - <a href="http://www.mnscha.org">www.mnscha.org</a>		
	Phone Number	Services
Owatonna Office	1-507-444-7770 1-866-722-7770 Fax: 1-507-444-7774	110 W. Fremont Street Owatonna, MN 55060
Brainerd Office	1-218-316-3199 1-800-903-4182 Fax: 1-218-316-3190	322 Laurel Street, Suite 31 P.O. Box 463 Brainerd, MN 56401
Member Services  ( <a href="http://www.mnscha.org">www.mnscha.org</a> )	1-866-567-7242 TTY: 1-877-824-5611 Fax: 1-507-431-6328  Medical Assistance Products: 8am-8pm, M-F  Medicare: 8am-8pm, 7 days a week	<ul style="list-style-type: none"> <li>• Eligibility</li> <li>• Covered benefits questions</li> <li>• Clinic changes</li> <li>• Interpreter needs</li> <li>• Complaints</li> <li>• Restricted Recipients</li> <li>• Member Wellness programs</li> <li>• Questions/referrals regarding Mental Health Targeted Case Management</li> </ul>
Disease Management	1-866-567-7242 (through Member Services)  1-866-722-7770 (SCHA Main Number)	Referrals for: <ul style="list-style-type: none"> <li>• Asthma disease management</li> <li>• Diabetes disease management</li> <li>• Heart Failure disease management</li> <li>• Other programs to be developed</li> </ul> Members can self-refer via Member Services line
DentaQuest - <a href="http://www.dentaquestgov.com">www.dentaquestgov.com</a>		
DentaQuest Member Services	1-800-516-2940 TTY: 1-800-466-7566	<ul style="list-style-type: none"> <li>• Eligibility information</li> <li>• Locate a participating dentist</li> <li>• Scheduling dental appointments</li> </ul>
DentaQuest Provider Services	1-800-341-8478	<ul style="list-style-type: none"> <li>• Eligibility information</li> <li>• Benefit information</li> <li>• Authorizations</li> <li>• Claims questions for Dental services</li> </ul>
Dental Claims Submission Information		DentaQuest Attn: Claims 12121 North Corporate Parkway Mequon, WI 53092 Electronic claims submission <b>Payer ID# CX014</b>
Clinical Resource Group (CRG) - <a href="http://www.clinicalgroup.net">www.clinicalgroup.net</a>		
CRG Provider/Member Services	1-866-281-1997	<ul style="list-style-type: none"> <li>• Chiropractic network questions</li> <li>• Claims questions for chiropractic services</li> </ul>
Chiropractic Claims Submission Information		Clinical Resource Group 1700 W. Hwy 36 Suite 405 Roseville, MN 55113 Electronic claims submission <b>Payer ID# CRGMN</b>

**MMSI - www.mmsiservices.com**

	Phone Number	Services
Ask Mayo Clinic 24-Hour Nurse Line	1-800-504-3451 TTY: 1-877-728-3311	24 hours a day/7 days a week Trained nurses can answer members' questions about minor illnesses and injuries, and approve court-ordered treatment
Mayo Clinic Tobacco QuitLine	1-800-504-3451 TTY: 1-877-728-3311	Smoking cessation assistance Same number as Ask Mayo Clinic Nurse Line
MMSI Health Services	1-800-995-4543 Fax: 1-888-889-7822* *All authorizations must be faxed to MMSI.	<ul style="list-style-type: none"> <li>• Authorization requests and reviews</li> <li>• Authorization for out-of-network providers</li> <li>• Authorization request forms found on the South Country Website (<a href="http://www.mnscha.org">www.mnscha.org</a>)</li> </ul>
MMSI Behavioral Health Services	1-800-995-4543 Fax: 1-888-889-7822* *All authorizations must be faxed to MMSI.	<ul style="list-style-type: none"> <li>• Authorization requests and reviews including Mental Health and Chemical Dependency services</li> <li>• Authorizations for non-covered benefits or out-of-network providers</li> <li>• Authorization request forms found on the South Country Website (<a href="http://www.mnscha.org">www.mnscha.org</a>)</li> </ul>
MMSI Provider Services	1-800-995-4543	<ul style="list-style-type: none"> <li>• Network questions</li> <li>• Questions regarding billing, claims, covered services, enrollment</li> <li>• Contract questions</li> </ul>
MMSI Claims Submission Information	Fax claim attachment cover sheet and all documentation to: 1-507-284-9297	<p><b>Mail to:</b> MMSI-Claims P.O. Box 4014 Rochester, MN 55903 Electronic claims submission <b>Payer ID# 41154</b></p>

**Prime Therapeutics - www.myprime.com**

Pharmacy Provider Help Desk	1-866-325-5233	<ul style="list-style-type: none"> <li>• Can assist pharmacies with prescription claims processing</li> <li>• Contracting questions</li> <li>• Prior authorizations</li> <li>• Medical exceptions</li> </ul>
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**Miscellaneous**

Infotech Global Inc./ MN E-Connect Help Desk ( <a href="http://www.mneconnect.com">www.mneconnect.com</a> )	1-877-444-7194	<ul style="list-style-type: none"> <li>• <b>Registration</b></li> <li>• <b>Claim submission issues</b></li> <li>• <b>Claim attachment cover sheet</b></li> <li>• <b>General direct data entry</b></li> </ul>
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