

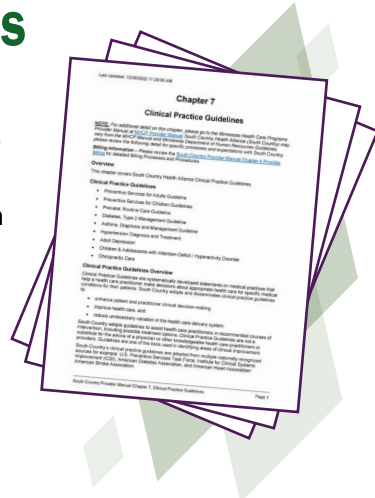
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Clinical Practice Guidelines

South Country Health Alliance (South Country) provides access to clinical practice guidelines for clinicians that are adopted from multiple nationally recognized sources. Examples include the United States Preventive Services Task Force, the American Diabetes Association, the American College of Cardiology, the American Heart Association and the Global Initiative for Asthma. South Country updates its clinical practice guidelines yearly or more often as needed. The links to these guidelines are formatted for easy access and can readily be found on the [South Country website](#).



There you will find links to resources on such topics as:

- Preventive services for various age groups;
- Pediatric preventive services periodicity schedule;
- Health supervision for children and adolescents with Down syndrome;
- Standards of care in diabetes;
- Pharmacologic approaches to glycemic treatment;
- Asthma management and prevention;
- Hypertension diagnosis and treatment;
- APA clinical practice guideline for the treatment of depression across three age cohorts;
- Clinical practice guideline for the diagnosis, evaluation, and treatment of attention deficit/hyperactivity disorder in children and adolescents;
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) for unhealthy alcohol and drug use; and
- Chiropractic guidelines.

To view all of the Provider Manual chapters, go to [Provider Manual – South Country Health Alliance](#).

Your First Point of Contact

Provider Contact Center

Hours: Monday - Friday,
8:00 a.m. - noon and 1:00 p.m. - 4:30 p.m.
(Central Time)
Phone: 1-888-633-4055 (toll free)

Subscribe Today

Click the envelope icon to receive the Provider Network Newsletter and other provider communications by email.





Provider Portal Account Management

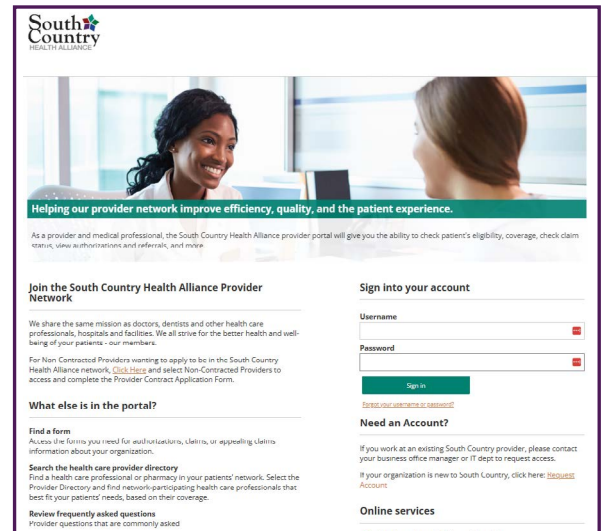
On April 15, 2025, South Country required all providers to have at least one user of South Country's Provider Portal designated as a provider portal administrator (provider admin) for their organization. The provider admin is typically the business office manager or billing staff.

The provider admin(s) will be responsible for creating new user accounts and terminating user accounts for their organization. This represents a significant change to the current self-service process, where all provider staff can create their own accounts with a valid NPI/TIN combination.

South Country providers use our Provider Portal to access features, including:

- Payment search;
- Claims inquiry;
- Claim appeal;
- Member eligibility;
- Direct message provider contact center;
- Access Elderly Waiver service agreements; and
- Forms and resources

If your organization has not set up a designated provider admin for our Provider Portal, please do so at your earliest convenience.



Home Health Consolidated Billing Update

South Country is aligning our home health consolidated billing policies with Medicare requirements. Providers are reminded to ensure they are following home health consolidated billing guidelines as established by the Centers for Medicare & Medicaid Services (CMS). For detailed information, please review Chapter 10 of the Medicare Claims Processing Manual.

Key billing edits

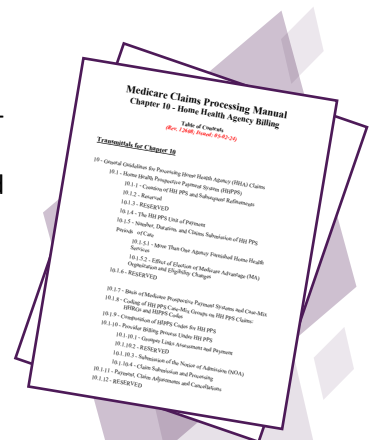
• Therapy services

- o **Institutional claims:** Subject to home health consolidated billing when billed under revenue codes 042x, 043x, or 044x with types of bill (TOB) 013x, 023x, 034x, 074x, 075x, or 085x.
- o **Professional claims:** Subject to home health consolidated billing when the Healthcare Common Procedure Coding System (HCPCS) code is included on the CMS-published Home Health Consolidated Billing Master Code List with a code type of Therapy.

❖ Exception: Therapy provided by a physician is excluded. Refer to Chapter 10, Section 20.2.2 of the **Medicare Claims Processing Manual** for applicable specialty codes.

• Non-routine supplies

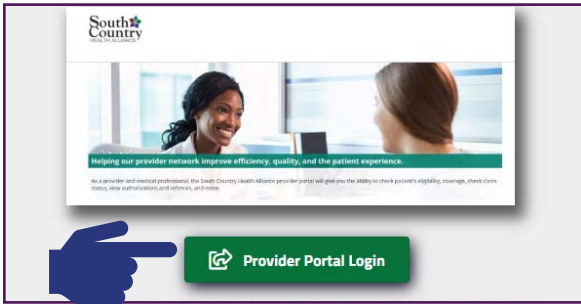
- o **Institutional claims:** Not subject to home health consolidated billing.
- o **Professional claims:** Subject to home health consolidated billing when the HCPCS code is included on the CMS-published Home Health Consolidated Billing Master Code List with a code type of Non-Routine Supply.



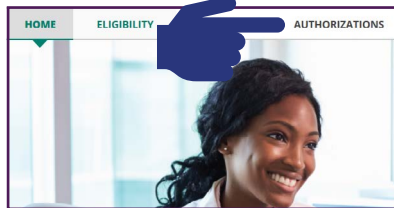
Behavioral Health Service Requests

Did you know that you can submit **multiple behavioral health service types or notifications** via South Country's Provider Portal? Specifically, these services: Clinical Care Consultation, Day Treatment, DBT, CTSS, CPSS/CFPS, ARMHS, IOP, IRTS or CMHRTS, PRTF, PHP and EIDBI, can now be requested through a portal form.

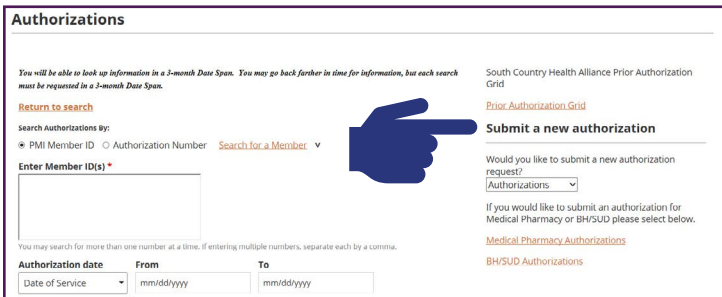
Access the Provider Portal from the South Country website via the [Provider Portal Login link](#).



Once you gain access to the portal, to submit a new service authorization or notification, you click on the **Authorizations** tab on the **Home Page**.

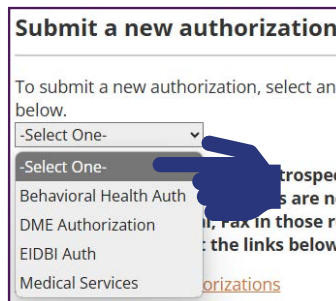


When you enter the Authorization screen you can view any authorizations that have been previously submitted, but you can also **submit a new authorization!**



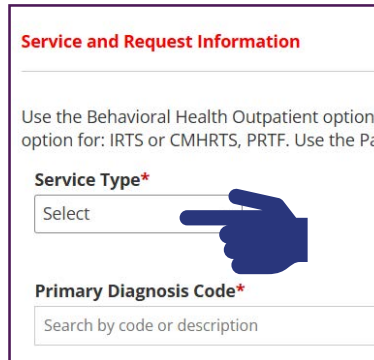
To submit an authorization or notification, click in the dropdown menu to select either **Behavioral Health Auth** or **EIDBI Auth**. Providers still need to continue to submit SUD notifications, BHH and Psychologic testing requests via fax, using the forms found here: [Forms – South Country Health Alliance](#).

Select the **Behavioral Health Auth** for **Behavioral Health Outpatient** requests, **Behavioral Health Residential** requests, or **Partial Hospitalization (Psychiatric)** requests. There is also an option for **EIDBI Auth** for providers submitting **EIDBI** requests.



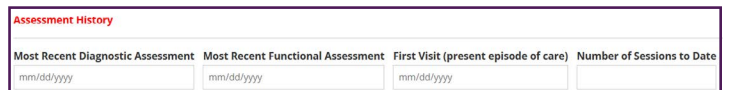
Behavioral Health Authorization

If you select this form, please note that there are **three different service types** to select from on this form. This text is above the field for guidance!



Use the **Behavioral Health Outpatient** option for: Clinical Care Consultation, Day Treatment, DBT, CTSS, CPSS/CFPS, ARMHS, IOP. Use the **Behavioral Health Residential** option for: IRTS or CMHRTS, PRTF. Use the **Partial Hospitalization (Psychiatric)** option for PHP.

At the bottom of this request form there are four additional fields to complete.



EIDBI Authorization

On the EIDBI form, you will only find one service to select: **EIDBI**. At the bottom of the form, there is direction on what is important to attach along with the request. This text is right above the section for attaching documents.



Hospitals Submit Admit, Discharge, and Transfer (ADT) Data

If your hospital system is participating in the **Minnesota ADT data exchange** administered by PointClickCare, then South Country receives hospitalizations and ER admit, discharge, transfer (ADT) messages via that system. This means that **medical providers are no longer required to FAX hospitalization notifications**. It is helpful, however, to continue to receive discharge information from the hospital, as this helps facilitate more effective follow-up. **It is still required to notify South Country, via fax, of inpatient mental health treatment.**

Thank You for Your HEDIS Efforts

The HealthCare Effectiveness Data and Information Set (HEDIS) medical record data abstraction process has been completed for 2025 (HEDIS Measurement Year 2024). South Country thanks you for your assistance in completing this process in a timely and efficient manner. We continually utilize HEDIS outcomes and rates to support South Country's current improvement projects and company-wide initiatives.

We welcome your feedback. Please reach out to us if you are making changes to chart request locations, medical record contacts, or significant changes to electronic medical record systems. If you have questions, comments, or concerns, please notify Melissa (Milly) Stanton, Quality Program Coordinator at 507-431-3012, mstanton@mnscha.org.

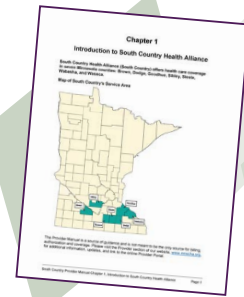
In the coming months, South Country may reach out to your clinic or nursing home medical records teams as we begin preparing for 2026.

Thank you for your partnership!

Updated Provider Manual Chapters

Remember to check out our Provider Manual chapters located on our website at: <https://www.mnscha.org/providers/provider-manual/> for any updates.

The Provider Manual chapters are updated regularly throughout the year; check out the "[Summary of Provider Manual Changes](#)" to see what has been updated in the chapters.



Special Needs BasicCare Program Information

As part of our contract with the Minnesota Department of Human Services, we conduct service accessibility surveys to assess and make continuous improvements.

In 2024, we surveyed our primary care, home care, dental and emergency department providers in our service area. The survey focused on understanding the training that staff receive for working with people with disabilities or special health care needs. The full results of the survey are available on our [website](#) under the AbilityCare, SingleCare and SharedCare program pages.

Many of the providers surveyed indicated they were interested in learning more about the Special Needs BasicCare (SNBC) program and benefits.

- SNBC is a voluntary managed care program for people with disabilities ages 18 through 64 who have Medical Assistance. The program offers extra services that aren't available through regular Medical Assistance.
- All SNBC members have a care coordinator to help them get the health care and support services they need.
- South Country has three SNBC products: SingleCare, SharedCare and AbilityCare.
 - o For our SingleCare and SharedCare programs, we administer the Medical Assistance benefit set.
 - o AbilityCare is a Medicare Advantage SNBC program – we administer the Medical Assistance, Medicare and Part D prescription drug benefits.

Additional information about our programs and benefits can be found on our [website](#).

CMS has published helpful information for providers to help ensure people with disabilities receive equal access to quality health care information and services. This includes information and resources about physical and communication accessibility, stories, data and more. To access these resources, visit the [cms.gov](https://www.cms.gov) website and search "disabilities."

Accurate Provider Information Needed

It is critical that we have accurate provider information in our system and our directories. CMS requires that we confirm this information directly with our contracted providers each quarter. Please communicate to us if your organization has had any changes to:

- Contracted entity/practitioner name;
- Contracted entity address;
- Billing address/information;
- Contact information for contracting, billing or credentialing;
- Ownership;
- Tax ID or NPI/UMPI number;
- Telephone/fax numbers;
- Addition or removal of a contracted entity or practitioner;
- Addition or removal of services offered;
- Directory email address;
- Web address;
- Organization hours; and
- Accepting new Medicare/Medicaid patients (yes or no).

Our friendly provider network team would love to hear from you.

Tell us how we are doing - please take a minute or two to complete our [Satisfaction Survey](#).

Provider Resources

Provider Network News is a publication of South Country Health Alliance. For submission information or reprint permission, contact:

South Country Health Alliance
6380 West Frontage Road
Medford, MN 55049

South Country Health Alliance
Provider Manual, [Chapter 3](#)
[Provider Network Resources](#)

Email: ProviderInfo@mnscha.org

Visit us online at www.mnscha.org.
Click the Providers tab to find all the forms, instructions and other resources and information you need.

REPORTING: Fraud, Waste and Abuse

It is everyone's responsibility to report suspected fraud, waste and abuse.

You can report it by sending an email to the South Country compliance department at compliance@mnscha.org, by calling anonymously through our Report it hotline at 1-877-778-5463, or by visiting www.reportit.net.
Username: SCHA, Password: Owatonna

Did You Know?

The DHS website provides updates to personal care attendant (PCA) providers specifically for training requirements, both for individuals and for agency administration staff. [Visit the DHS PCA Provider Training webpage.](#)

New forms to ensure accurate provider information!

Use the following forms to notify South Country of any changes:

- List changes on the **Contracted Entity Change Update Form #5073**.
- If you have added or terminated a location, use the **Contracted Entity Location Add/Remove Form #5079**.
- If you are changing any services at a particular location, use the **Change of Services web form**.

These forms are located on our South Country website, under Providers/Forms/Contracted Providers, at <https://www.mnscha.org/>.

The image shows two forms from South Country Health Alliance. The top form is the 'Contracted Entity Update Form' (Form #5073) and the bottom form is the 'Contracted Entity Location Add/Remove Form' (Form #5079). Both forms include sections for provider information, location details, and service changes.

Forward these changes to us via email at providerinfo@mnscha.org, fax to South Country at 507-444-7774 or mail to South Country Health Alliance, Attn: Contracting, 6380 West Frontage Road, Medford, MN 55049. If you have any questions on this process, please reach out to our **Provider Contact Center at 1-888-633-4055**.

South Country provides our members with a current list of providers on our website with the [South Country Provider Online Directory](#) or other downloadable, printable directories.

Thank you for your assistance!