

MANAGED CARE ORGANIZATION PROVIDERS TO ENROLL IN MINNESOTA HEALTH CARE PROGRAM

The 21st Century Cures Act requires all Medicaid Managed Care Organization (MCO) in-network providers to be screened and enrolled in Minnesota Health Care Programs (MHCP) by the Minnesota Department of Human Services (DHS).

MCO in-network providers must enroll each location that provides services to MHCP members. Existing MCO in-network providers who fail to comply with the federal enrollment mandate will be removed from the managed care MHCP provider network and will no longer be eligible to receive payments for services provided to MHCP members.

To ensure you meet the enrollment deadline, submit your DHS enrollment application as soon as possible. Actively enrolled fee-for-service providers who have an existing contract with an MCO will not need to go through the screening and enrollment process again.

Refer to the Eligible Providers section of the Enrollment with MHCP Provider Manual page for a list of provider types that can enroll and instructions for how to enroll. Refer to the Minnesota Provider Screening and Enrollment (MPSE) portal training webpage for training on how to use the MPSE portal to enroll. Refer to the Enrollment process for MCO network providers section on the Enroll with MHCP webpage for additional information. Contact the MHCP Provider Resource Center with any additional questions.

South Country Provider Contact Center

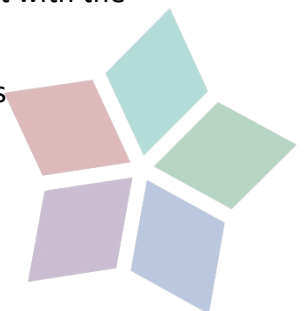
1-888-633-4055

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

Provider web portal issues
Claim rejection guidance





Bulletin/Update

Website questions

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.