EARLY INTENSIVE DEVELOPMENTAL AND BEHAVIORAL INTERVENTION (EIDBI) PROVISIONAL LICENSING UPDATE

Please refer to the EIDBI licensing news and updates DSD eList announcement for information and resources about new provisional licensing requirements for all enrolled EIDBI agencies, as directed by the 2025 Minnesota Legislature.

The Minnesota Department of Human Services (DHS) is also implementing new requirements for EIDBI individual providers.

Effective Aug. 5, 2025, EIDBI providers must have a complete DHS fingerprint background study (BGS) through NetStudy 2.0 (NS2) with an "eligible" or "set-aside" result before they provide services.

An EIDBI individual provider must complete a new fingerprint BGS any time the individual provider becomes affiliated with an EIDBI agency. Any EIDBI agency enrolling, reenrolling or revalidating individual providers must include the individual's BGS ID or Application ID from the NS2 system. Submit using the Minnesota Provider Screening and Enrollment (MPSE) portal or by fax.

Call the Minnesota Health Care Programs Provider Resource Center at 651-431-2700 or 800-366-5411 if there are any 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   Provider web portal issues
Authorization verification   Claim rejection guidance

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.