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## Alert: Medicare Phishing Scheme

South Country Health Alliance (South Country) wants you to be on the lookout for a new fraud scheme to obtain patient records through fax requests.

### What's Happening

Scammers are impersonating Centers for Medicare & Medicaid Services (CMS) by sending faxed requests for patient medical records, claiming a Medicare audit, and demanding a response within a 72-hour deadline. These fraudulent faxes often include CMS or National Archives and Records Administration (NARA) headers to appear authentic.

### Why It's Suspicious

Medical record reviews requested by CMS or their contractors will identify specific Medicare beneficiaries, time periods, and/or encounter prescription drug event records involved. These requests also provide ample time (typically 30-45 days) for a response.

### How to Report

Report fraud, waste, and abuse to the South Country compliance department by calling 507-431-6068 or sending an email to [compliance@mnscha.org](mailto:compliance@mnscha.org). You can also report it anonymously through our Report it hotline by calling 1-877-778-5463 or online at [www.reportit.net](http://www.reportit.net). Username: SCHL, Password: Owatonna

## 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.



## New EIDBI clinical supervision requirements

The Minnesota Legislature has passed new clinical supervision requirements for qualified supervising professionals (QSPs) for Early Intensive Developmental and Behavioral Intervention (EIDBI) services, effective January 1, 2026. Key changes include minimum supervision ratios for QSPs, monthly QSP observation requirements, and limits on telehealth use for QSP supervision.

Refer to the New EIDBI clinical supervision requirements DSD eList announcement to review the requirements.



## Training Resources Available for Dental Providers

Dental providers were surveyed in late 2024 for South Country's Special Needs BasicCare (SNBC) survey. Results showed that over half of the respondents were interested in additional training in working with patients with special needs.

In response South Country has compiled several resources for providers to become better equipped to treat patients with special needs. Details can be found on South Country's [Dental Provider Resources website page](#).

Featured is the National Inclusive Curriculum for Health Education (NICHE), which is an initiative of the American Academy of Developmental Medicine and Dentistry (AADMD). This free interdisciplinary curriculum was designed for medical and dental students who often do not have practical opportunities to learn about working with patients with disabilities. However, it may be beneficial to anyone working in the field no matter how long. This self-paced program allows participants to start at the beginning or choose a specific lesson to focus on.

In addition, the Center for Persons with Disabilities Series independent professional development program is offered by Penn Dental Medicine.

The Mental Health Resources (MHR) Toolkit for oral health professionals offers guidance on dental care for people living with serious mental illness and/or substance use disorder.

Relevant articles and resources will be updated periodically. A bonus is that free continuing education credits may be offered as well.

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## Minnesota Child and Teen Checkups (C&TC)

The Minnesota Department of Human Services has provided notification that the [Minnesota Child and Teen Checkups \(C&TC\) Schedule of Age-Related Screening Standards](#) has been updated September 2025.

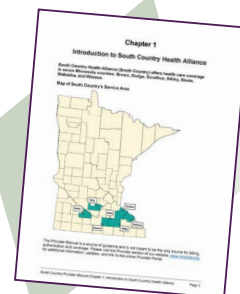
Refer to the C&TC section of the [South Country Health Alliance Provider Manual](#) for policy, billing, and coding information. When a screening or preventive service is contraindicated or refused, the manual has guidance on screening exceptions, including coding information and when to reschedule the screening, if applicable. Also, the [C&TC Fact Sheets](#) provide brief information on several C&TC components.

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## 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.



## Hy-Vee - South Country Referral Guide

South Country Health Alliance Insurance is now accepted by Hy-Vee dietitian services.

### HOW TO CONNECT PATIENTS

#### Option #1: Print this page and give it to the patient

Encourage patients to use the QR code on this page to schedule a FREE Discovery Session where they will meet with a Hy-Vee registered dietitian and discuss their goals, our services, and insurance.

#### Option #2: Make a direct referral

Our dietitians utilize an Electronic Medical Records (EMR) system called Healthie where you can fax referrals.

Upon receiving the referral we will reach out to the patient to set up a free discovery session to understand their goals and share more information about our nutrition counseling services.

FAX for Referrals:  
Hy-Vee Dietitians  
1 (833) 719-1241



## Dietitian Services

### Nutrition Concerns

- Diabetes & pre-diabetes;
- High Blood Pressure;
- High Cholesterol;
- Kidney disease;
- Constipation;
- Heart disease;
- and more.

#### For more information, reach out:

Tracy Bjerke, RDN, LD  
tracy.bjerke@hy-vee.com  
(515) 695-3221



Scan to connect  
with **A DIETITIAN.**

or visit [www.hy-vee.com/healthnew/dietitians](http://www.hy-vee.com/healthnew/dietitians) for more information

## Well-child Visits and Immunizations

The key talking points below may help when communicating with families about the importance of well-child visits and immunizations. Other resources and details can be accessed at the [Minnesota Department of Health Well-child Visits and Immunization webpage](#).

Healthy children are more likely to grow up to be healthy adults. Regular checkups, called well-child visits, give parents and health care providers an opportunity to check growth and development, identify any concerns, and treat them early to prevent bigger problems later on.

Many children have missed these important checkups where they get routine immunizations, putting them and the community at risk for certain disease outbreaks.

Help keep kids on track with the recommended immunization schedule developed to protect infants and children by providing immunity early in life before they are exposed to potentially life-threatening diseases. It's never too late to get children caught-up on the vaccines they need to stay healthy.

You can give the [Keep Your Kids on Track handout](#) to families to promote well-child visits and getting kids back on track with recommended vaccines. The handout is now available in additional languages: Hmong, Russian, Somali, Spanish, and Vietnamese.

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## South Country Provider Portal Administrator Responsibilities

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 and/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 various features, including:

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

If your organization has not set up a designated provider admin for our Provider Portal, please do so at your earliest convenience. To proceed, your organization must designate a provider admin and ensure they request a South Country Provider Portal account if they have not already done so.



## 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:

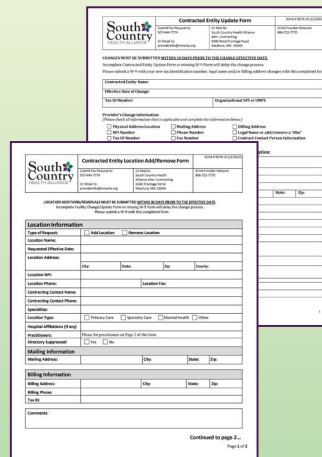
- Contracted entity/practitioner name;
- Contracted entity address;
- Billing address/information;
- Contact information for contracting, billing or credentialing;
- Ownership;
- Tax ID or NPI/UMPI number;
- Telephone/fax numbers;
- Addition or removal of a contracted entity or practitioner;
- Addition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

### 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/>.



Forward these changes to us via email at [providerinfo@mnscha.org](mailto: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!*

**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](mailto:ProviderInfo@mnscha.org)

Visit us online at [www.mnscha.org](http://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](mailto:compliance@mnscha.org), by calling anonymously through our Report it hotline at 1-877-778-5463, or by visiting [www.reportit.net](http://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](#).