

NEW CFSS QUESTION AND ANSWER SESSIONS SCHEDULED FOR 2025

The Minnesota Department of Human Services (DHS) will hold monthly [questions and answer sessions](#) for Community First Services and Supports (CFSS) providers until the end of 2025. The sessions will focus on questions about CFSS policies; enrollment and the transition from personal care assistance to CFSS. CFSS policy and enrollment staff will attend. Refer to the [CFSS Provider Agency Office Hours](#) webpage to register for a session.

Session Dates and Times:

- CFSS Provider Agency Office Hours | October 20th, 2025 (UTC-05:00) | 11:00 AM – 12:00 PM
- CFSS Provider Agency Office Hours | November 17th, 2025 (UTC-05:00) | 11:00 AM – 12:00 PM
- CFSS Provider Agency Office Hours | December 15th, 2025 (UTC-05:00) | 11:00 AM – 12:00 PM

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

Website questions

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General 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





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questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.