

DIRECTCOURSE PROVIDER TRAINING

The Minnesota Department of Human Services (DHS) is offering free and low-cost online [DirectCourse](#) classes to help Home and Community-Based Services (HCBS) licensed providers, personal care assistance and Community First Services and Supports direct support workers meet training requirements and sharpen their skills to deliver high-quality, person-centered support.

The University of Minnesota Institute on Community Integration designed a [Minnesota DirectCourse Crosswalk](#) (a series of charts that connect training requirements to training courses) to support providers in Minnesota. If a provider needs to meet a certain rule or regulation, the crosswalk will identify courses that meet the requirements. To explore how DirectCourse aligns with these training needs, review the Minnesota DirectCourse Crosswalk.

DirectCourse classes cover competency-based training for licensed providers that include:

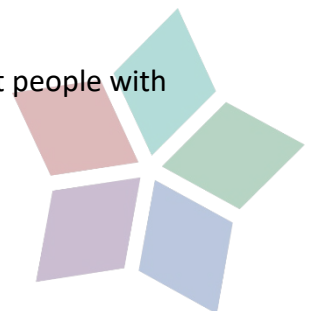
- Training that overlaps with Minnesota DHS competencies, Centers for Medicaid & Medicare Services core competencies for the direct support workforce and 15 core competencies approved by the National Alliance of Direct Support Professionals.
- Meeting certain [245D license training requirements](#).
- Education on the Positive Support Rule.
- Association of Community Rehabilitation Educators and Credentialed Employment Support Professional certification. Visit the [College of Employment Services](#) page for more information on certification requirements.

DirectCourse featured classes include:

- [College of Direct Support](#) trains direct support workers to prioritize life in the community for the people they support.
- [College of Frontline Supervision, Management and Leadership](#) trains supervisors, managers and leaders to apply best practices to support

Minnesota Health Care Programs members across disability, aging, mental health and other long-term services.

- [College of Employment Services](#) trains employment professionals to support people with disabilities in achieving fulfilling, competitive and integrated employment.





Bulletin/Update

- [Person-Centered Counseling](#) covers information and skills for HCBS service providers to implement person-centered planning principles and practices.

To sign up for DirectCourse classes, submit a [Request for learner account](#) form. After you submit the form, you will receive enrollment instructions via email in two to three business days.

The following organizations may set up their own account for free classes:

- Organizations that serve nine or fewer people with disabilities.
- State, county and Tribal nation employees.

Organizations that serve 10 or more people with disabilities may set up learner and administrator accounts for a fee based on the number of participants they have. For more information about prices, review the “Free and low-cost options” tab on [DirectCourse online classes](#).

For more information, email [Minnesota’s DirectCourse learning administrator](#).

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.



Bulletin/Update

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.