

CFSS DIRECT SUPPORT WORKER ENROLLMENT REQUIREMENTS

Community First Services and Supports (CFSS) agencies and Financial Management Services (FMS) providers must enroll each CFSS direct support worker with Minnesota Health Care Programs (MHCP). This is required because direct support workers must be listed as the rendering provider on claims for covered personal care services.

Before enrolling a direct support worker, CFSS agencies and FMS providers must ensure the workers:

- Meet the [PCA/CFSS worker criteria, requirements and responsibilities](#).
- Successfully complete the [Individual PCA and CFSS training](#) requirements.
 - A certificate dated **after April 15, 2020**, meets training requirements for both personal care assistance (PCA) and CFSS.
 - PCA workers with certificates dated **before April 15, 2020**, must complete new training **before** providing CFSS services.
- Complete a [background study](#) through [NETStudy 2.0](#) using the facility ID assigned to the agency at the time of enrollment with MHCP.

CFSS agencies and FMS providers are responsible for keeping all enrollment information updated for direct support workers. The most effective way to report changes, end an affiliation or update information for an enrollment application is by [submitting an affiliation request through MPSE](#). Agencies also have the option to fax the [Individual DSW Change Request \(DHS-5716\) \(PDF\)](#).

Review the [Direct Support Worker Individual Enrollment Criteria and Forms](#) section of the MHCP Provider Manual for more information about enrolling a direct support worker.





Bulletin/Update

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