

REMINDER FOR MINNESOTA HEALTH CARE PROGRAMS COVERED SERVICES DELIVERED IN THE HOME

Minnesota Health Care Programs (MHCP) covers a variety of services delivered at home. Refer to the following:

- If you are an MHCP-enrolled provider of services eligible to be provided at home, you can bill for visits provided at place of service 12 even if you have not done so previously.
- MHCP-enrolled providers use place of service 12 when billing for a home visit. Place of service 12 is inclusive of any location, other than a hospital or other facility, where the patient receives care in a private residence.
- Providers do not need to document or provide information on the patient's home address when billing for home visits.
- All the required components of the billing code or service must be provided to bill. Not all visits are appropriate in place of service 12.

Special note about Evaluation and Management (E&M) services

E&M services can be provided for members at home for any reason. Home visit E&M codes are covered for new and existing patients.

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

Provider web portal issues
Claim rejection guidance
General information

Claims billing and processing guidelines
Remittance adjustment code details and payment information





Bulletin/Update

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.