

Chapter 12

Member Enrollment

NOTE: Please review the following detail for specific processes and expectations with South Country Health Alliance (South Country). South Country may vary from the MHCP Manual and Minnesota Department of Human Services Guidelines. For additional detail on this chapter, please go to the Minnesota Health Care Programs Provider Manual at [MHCP Provider Manual](#).

Billing Information – Please review the [South Country Provider Manual Chapter 4 Provider Billing](#) for general billing processes and procedures.

Overview

South Country Health Alliance recommends that providers verify member eligibility prior to providing services and submitting claims for South Country members. This chapter outlines options for providers to verify individual's enrollment in South Country.

Eligibility in Minnesota Health Care Programs

South Country administers benefits for the following Minnesota Health Care Programs:

- Medical Assistance (MA) for Families and Children (also referred to as PMAP)
- MinnesotaCare
- SeniorCare Complete (MSHO - HMO D-SNP)
- Ability Care (SNBC - HMO D-SNP)
- Minnesota SeniorCare Plus (MSC+)
- Single Care (Special Needs BasicCare-SNBC)
- Shared Care (Special Needs BasicCare-SNBC, secondary to Medicare)

Eligibility for these programs is determined at the prospective member's county and/or through the Minnesota Department of Human Services (DHS). Additionally, some of the above listed programs require eligibility for Medicare. Please refer to the MN DHS website for additional detail on program eligibility guidelines.

Verification of Enrollment

Providers must use the South Country portal or MN-ITS to verify member eligibility on the working day before or the day services are provided within the current month. Providers can verify member enrollment in South Country via the South Country provider portal at <https://provider.mnscha.org/scha.provider.aspx> or through MN-ITS. MN-ITS is the Minnesota Department of Human Services (DHS) eligibility verification and billing system for Minnesota Health Care Programs (MHCP) claims and other transactions. Providers must be MHCP-enrolled and MN-ITS registered to use MN-ITS (<https://mn-its.dhs.state.mn.us>). To register for MN-ITS visit the link listed above and click on the registration link. Providers can also use the DHS Enrollment Verification System (EVS) Line at 1-651-431-2700 or 1-800-657-3613 (toll free).

To verify member enrollment through one of South Country's TPAs:

Call one of the following phone numbers or visit their website/provider portals.

- Delta Dental of MN- 1-866-398-9419
www.deltadentalmn.org/providers/
- PerformRx (Pharmacy) - Medicaid 1-866-935-8874, Medicare 1-866-935-6681