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Click the envelope icon to receive the Provider Network Newsletter and other Provider Communications by email.



## South Country Offices Moving to New Location

South Country Health Alliance (South Country) is excited to announce we are moving our office from Owatonna to Medford, Minnesota, in October. Our new mailing address is 6380 West Frontage Road, Medford, MN 55049.

The past 18 months changed all aspects of life including how we do business. Starting in March 2020 at the outset of the COVID pandemic, most of our staff started working remotely. We never expected to be working remotely for over a year. We needed to evaluate how this change affected our operations and work life balance for our employees.

Like many other companies and organizations, we discovered we were able to continue operations as usual with a remote workforce. With the pandemic lingering in the background, many South Country employees expressed a desire to continue to work remotely. This led us to design a more flexible remote work policy which will allow some of our employees to work remotely either full-time or part-time.

With many staff continuing to work either fully or partially remote, we need less office space. We had a choice to reduce our current workspace or seek other options. We chose the latter, because it allowed us to design an office to meet our specific needs. South Country is extremely excited to welcome staff back to our fresh new space. We are looking forward to moving into our new office that is a better fit and more economical.

We also have a significant milestone to celebrate this year. November 1, 2021 will be South Country's 20th anniversary! On November 1, 2001, South Country started enrolling members in our health plan. 20 years later we have over 30,000 members in our 7 different health plan products.

## More Provider Relief Funding Available

Another round of provider relief funding was announced for both Provider Relief Fund (PRF) Phase 4 and American Rescue Plan (ARP) Rural payments. Applications will close on October 26, 2021 at 11:59 p.m. ET. Applications must undergo several validation checks before financial information is submitted so providers are encouraged to begin their application as soon as possible to ensure they meet the deadline.

Get more information on this announcement by going to: <https://www.hrsa.gov/provider-relief/future-payments> for links to apply, program information, and other resources.

## South Country Communications Updates

### Website changes

In mid-July of 2021, South Country staff updated our website to a newer, more colorful format. Our website address is [www.mnscha.org](http://www.mnscha.org). The new format incorporated our new logo as well as a new theme for the site. While this seemed big news for our staff working on the site – it shouldn't cause too much disruption for our members and providers. The design of the site was tailored to minimize the outward changes for our users – so many of the items you might have been familiar with should still be in a similar location.

One major change is the removal of the County section of the site. This was eliminated as a Sharepoint portal for county workers is now available to get the information we had in that section plus more information we were unable to publish on the website. For county workers looking to access the portal, please contact our Community Engagement team for guidance.

Another change is we moved many of the items formerly in the homepage footer into menus at the top of the page – information from our Quality and Compliance departments, Careers, and more.

If you haven't been on the website for a while, please check it out!

### Other updates

Medicare member materials for 2022 are in their final stages of preparation. They will be posted on the website between October 1st and 15th. The format of these materials is the same, although now incorporating our new logo and new address.

With our address changing this fall, we will be issuing new ID cards to all members after October. None of the information on the ID front is changing, but our 2300 Park Drive address does appear on the back.

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## Provider Manual – New Chapter



We have added a new chapter to our [South Country Provider Manual](#) on our website.

Chapter 35 School-Based Community Services effective July 1, 2021

School-Based Community Services are certain medically necessary services that South Country will reimburse when provided to children in the school by a qualified professional. Please read the manual for additional details.

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## South Country Does Not Accept Paper Claims

Providers are required to submit all claims electronically. Options include using a clearinghouse to submit professional and institutional batch claims via Electronic Data Interchange (EDI) or registering with HealthEC aka MN E-Connect to direct data enter claims. MN E-Connect may be reached at 1-877-444-7194 or <https://mneconnect.healthec.com/ProdMNeConnectAdmin/mnehome.aspx>.

Further questions regarding clearinghouses should be directed to South Country's Provider Contact Center at 1-888-633- 4055.

South Country's electronic payer ID is 81600.

Claims Address to be used on electronic medical claims: South Country Health Alliance 2300 Park Dr., Suite 100 Owatonna, MN 55060. Please check our South Country website in October when our offices will be moving to 6380 Frontage Road, Medford, MN 55049.

**South Country will not accept paper claims. Any paper claim received will be shredded and disposed of.**

## New Electronic Visit Verification Information

Minnesota Department of Human Services (DHS) has new Electronic Visit Verification (EVV) information for providers of Home Health and Personal Care Services (including some waiver services).

DHS updated its EVV web page on September 1, 2021. The web page includes information about provider compliance with the EVV requirement and training sessions that begin in early October.

HHAeXchange has dedicated the following phone number and email address to better support Minnesota's providers with EVV implementation.

- Phone number: 855-573-1521
- Email: [MNsupport@hhaexchange.com](mailto:MNsupport@hhaexchange.com)

To see additional information on this, go to [DHS EVV Communication](#) and view the details and resources on the web page at [DHS EVV Information](#).

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## Check Out Our Complex Case Management Program

South Country offers the Complex Case Management Program to members enrolled in our Families and Children (PMAP) and MinnesotaCare programs and who are experiencing significant health and social needs. Through the program, case managers provide members in-depth one on one assistance at no additional cost to the member.

Complex case managers will conduct an over-the-phone assessment with the member and together, they will develop and implement a care plan that addresses the member's needs, helping improve their quality of life and avoid unwanted admissions.

Complex case managers provide members with a broad range of support and information on medical resources to

help them manage chronic or emerging health conditions. Members receive additional support for their social needs such as: transportation, nutrition, housing, community resources, and medical prior authorizations. Case managers provide healthy coaching by answering questions regarding medical concerns. Additionally, case managers reach out providing education and support to members experiencing high-risk pregnancy.

To refer a member to Complex Case Management, please contact Member Services on behalf of our member at 1-866-567-7242 and ask to speak with a complex case manager. You may also provide this number directly to our member.

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## South Country Launches Secure Texting with Healthy Transitions Program

South Country Behavioral Health professionals are proud to serve the youth of our health plan through a specialized program for members ages 17-21 called Healthy Transitions. This program is designed to educate and address the unique opportunities and challenges members face when transitioning from adolescence to adulthood. After visiting with many high school students and polling Mental Health case managers, South Country developed the Healthy Transitions program to provide these valuable services:

- **Transitioning Youth Resource Mailings:** These Healthy Transitions program mailings welcome our youth to South Country and offer resources for stable housing, mental health, education, substance use, health care/insurance, food, and employment within their own communities.
- **Mental Health Case Manager Outreach:** Our Behavioral Health professionals connect with Mental Health case managers when a youth the case manager is working

with, is hospitalized, or has sought help in the emergency room several times.

- **Transitional Age Youth Outreach:** Our Behavioral Health professionals communicate with our members ages 17-21 after an emergency room visit(s) to assure their needs are met and offer supportive services through the Healthy Transitions program.

Until recently, South Country provided outreach to our youth primarily through mailings and telephone calls. This changed when South Country adopted a Secure Texting Platform that allows our Behavioral Health professionals to privately message with members when it's convenient for them. As a result, our youth are easier to connect with as many have chosen texting as their preferred method of communication. We believe interacting with our youth through texting will allow South Country to make services more convenient and effective, providing them with the supports needed to help transition to adulthood.

## Nonemergency Medical Transportation Organizations



### EFFECTIVE July 1, 2021, there will be a change with DHS

Minnesota Department of Human Services (DHS) will require all Nonemergency Medical Transportation (NEMT) drivers to enroll with Minnesota Health Care Programs (MHCP) and be affiliated with the NEMT provider organization before July 1, 2022. MHCP began enrolling NEMT drivers on July 1, 2021.

#### NEMT drivers

All drivers must be enrolled by July 1, 2022. Providers should make sure to enroll drivers by July 1, 2022, to avoid denied claims.

Refer to the [Transportation Enrollment Criteria and Forms](#) webpage in the *Enroll with MHCP* section of the MHCP Provider Manual for enrollment instructions and other enrollment information with DHS.

You can contact the DHS MHCP Provider Call Center at 651-431-2700 or 800-366-5411 if you have questions about the enrollment process with DHS.

You may also begin using the NEMT Driver's Unique Minnesota Provider Identifier (UMPI) as the rendering provider on claims once the driver is enrolled with MHCP. If you have any questions on this process, please reach out to the South Country Provider Contact Center at 1-888-633-4055.

**NOTE: AT THIS TIME, there will not be any changes to the NEMT process you follow with South Country for drivers of assisted transportation. You should continue to include the driver's license information on your claims submitted to South Country from transportation providers.**

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## Transportation Information Verification

South Country is in the process of gathering current information on all transportation providers. In the next few weeks, you will see a request from [providerinfo@mnscha.org](mailto:providerinfo@mnscha.org) for the following items:

- Provider Information Form
- Vehicle List to include make, model, year, color, plate number, VIN number and date of last Minnesota Department of Transportation (MNDOT) inspection for each vehicle
- Driver and employee roster for anyone who has physical contact with our members and their Driver's License number
- Most current net studies on all drivers and anyone with a 5% or greater ownership stake
- Most recent MNDOT Certificate for the business
- Current Certificate of Liability



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## Annual Compliance Requirements and Disclosure of Ownership



South Country requires all organizations that contract with South Country to comply with all applicable Federal and State laws and regulations. To ensure compliance with applicable Federal and State laws and regulations, South Country requires all organizations to complete an annual Compliance Attestation and Disclosure of Ownership form no later than December 31, 2021.

### ANNUAL COMPLIANCE ATTESTATION

The Centers for Medicare and Medicaid Services (CMS) requires South Country implement an effective compliance program that meets the regulatory requirements outlined at 42 C.F.R. §§422.503(b)(4)(vi) and 423.504(b)(4)(vi). South Country maintains the responsibility for ensuring first tier, downstream, and related entities (FDRs) comply with Medicare program

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requirements. South Country is requiring all FDRs who provide health or administrative services in connection with South Country's Medicare Advantage programs to attest that they are in compliance with the requirements annually. Upon review and completion of the regulatory requirements, an authorized representative from your entity will need to attest to the completion by filling out and returning the Annual Compliance Attestation to South Country no later than December 31, 2021. The attestation is attached to the FDR Compliance Program Guide that was sent to providers in June 2021 or is also available by visiting [www.mnscha.org](http://www.mnscha.org) and selecting FDR Compliance.

## DISCLOSURE OF OWNERSHIP

DHS and CMS require health plans, including South Country, to ensure that network providers/delegated entities submit documentation of their ownership and control interests (conflicts of interests). South Country has developed a standard form that can be completed and submitted electronically. Please access the form through our Provider Portal or by visiting [www.mnscha.org](http://www.mnscha.org) and selecting Forms. Please complete all fields and submit this form no later than December 31, 2021. If you have already completed a similar form for another Minnesota health plan in 2021, you may send us a copy of that form rather than duplicating the information using our form.

If you have any questions or concerns regarding the annual compliance requirements or the Disclosure of Ownership form, please email us at [compliance@mnscha.org](mailto:compliance@mnscha.org).

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## Accurate Provider Information Needed

It is critical that we have accurate provider information in our system and that our directories contain correct information about your organization. **Please communicate to us if your organization has had any changes to the following information:**

- Contracted entity/practitioner name
- Contracted entity address
- Billing address/Information
- Contact change for contracting, billing or credentialing
- Ownership
- Tax ID or NPI/UMPI Number
- Add/removal of a contracted entity or practitioner
- Telephone/Fax numbers
- Directory email address
- Web address
- Organization hours
- Accepting new Medicare/Medicaid patients (yes or no)

CMS requires that we confirm this information directly with our contracted providers each quarter.

**We request that you use the following forms to notify South Country of any changes: Identify any changes on the Contracted Entity Update Form #5073. If you have added or terminated a location, please use the Contracted Entity Add/Remove Form #5079.** Both forms are located on our South Country website, under Providers/Forms/Contracted Providers, at [www.mnscha.org](http://www.mnscha.org).

You may forward these changes to us via email at [providerinfo@mnscha.org](mailto:providerinfo@mnscha.org), fax to South Country at 507- 444-7774, or mail to South Country Health Alliance, Attn: Contracting, 2300 Park Drive, Suite 100, Owatonna, MN 55060. Please check our South Country website in October when our offices will be moving to 6380 Frontage Road, Medford, MN 55049.

South Country provides our members with a current list of providers on our website with the South Country Provider Online Directory or other downloadable, printable directories.

Thank you for your assistance.



## Best Practice Credentialing Tips

Complete the credentialing application in its entirety including:

- ✓ Important demographic information including date of birth, social security number, gender, and NPI number
- ✓ Practice location information including start date, if you're accepting new patients, and if you want to be suppressed from the South Country Provider Directory
- ✓ Practicing specialties
- ✓ Professional license and DEA numbers including expiration dates
- ✓ Board certification information
- ✓ Past 5 years of employment at a minimum (if applicable)
- ✓ All dates formatted to month/day/year
- ✓ Explanation for employment gaps of more than 3 months
- ✓ Describe coverage for continuity of care if no hospital admitting privileges
- ✓ 3 professional/peer references including email or address and phone number
- ✓ Explanations to all Disclosure Questions with affirmative responses
- ✓ Attached current malpractice liability insurance certificate
- ✓ Signing the application and authorization release within 30 days of submission

If you are credentialed with South Country and recently terminated from an organization and have started employment with another South Country contracted organization, notify our credentialing department by completing a Minnesota Uniform Change Form and submitting to [credentialing@mnscha.org](mailto:credentialing@mnscha.org) within 30 days of termination so we can re-activate your credentialing record and save you the work of having to complete the initial credentialing process again.

## Important Reminders

Notify South Country of important updates including terminations, name changes, location updates, specialty updates, etc. by completing a Minnesota Uniform Change Form and submitting to [credentialing@mnscha.org](mailto:credentialing@mnscha.org).

South Country strongly encourages credentialing applications be submitted using Minnesota Credentialing Collaborative (MCC) for a more efficient and speedier processing turnaround time.

## Credentialing Made Easy! – Minnesota Credentialing Collaborative (MCC)



South Country is partnered with the MCC in order to offer providers a streamlined option for submitting credentialing applications. By enrolling with MCC, providers can access and use a centralized, Web-based clearinghouse for information used for the credentialing process. The online product is an easy to use way to prepare, save, and send the credentialing application accepted by participating Minnesota Health Plans, hospitals, clinics, and practitioners. Visit [www.mncred.org](http://www.mncred.org) for more information.

## Rural Stakeholders' Group Meeting

**You are invited to attend our semi-annual Rural Stakeholders' Group Meeting  
Friday, October 15, 2021 from 1:30 p.m. – 3:30 p.m.**

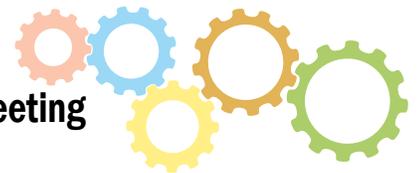
Twice annually South Country hosts a meeting for all stakeholders. Through open discussion and conversation, stakeholders will have the opportunity to give input and insight that helps the health plan provide the best possible health care benefits and service for members enrolled in senior and special needs programs living in South Country's rural communities. South Country also shares anything new or changing in the health plan.

We are holding the meeting virtually through our Microsoft Teams system to limit face-to-face interaction and because

of our impending move. We appreciate your understanding during this time as we strive to meet the needs of all who wish to participate while keeping everyone safe.

To join the Microsoft Teams virtual meeting you will need to either install the Microsoft Teams app or use one of these compatible browsers: Google Chrome or Microsoft Edge.

Visit the [Rural Stakeholders' Page](#) on our website for more details.



## New ICD-10-CM and ICD-10-PCS Codes

Effective October 1, 2021, through September 30, 2022



Current ICD-10-CM Diagnosis codes can be found here:

<https://www.cms.gov/medicare/icd-10/2022-icd-10-cm>

Current ICD-10-PCS codes can be found here:

<https://www.cms.gov/medicare/icd-10/2022-icd-10-pcs>

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## Thank You for Your HEDIS Efforts

The HealthCare Effectiveness Data and Information Set (HEDIS) medical record data abstraction process has been completed for HEDIS Measurement Year 2020. South Country thanks you for your assistance in completing this process in a timely and efficient manner. We continually utilize HEDIS outcomes and rates to support South Country's current improvement projects and company-wide initiatives.

**We welcome your feedback.** If you have questions, comments, or concerns, please notify Justin Smith, Quality Improvement Coordinator, at 507-431-6387, [jsmith@mnscha.org](mailto:jsmith@mnscha.org) or Staci DeBus, Manager of Quality, at 507-431-6329, [sdebus@mnscha.org](mailto:sdebus@mnscha.org). Also, please reach out to us if

you are making changes to chart request locations, medical record contacts, or significant changes to electronic medical record systems.

In the coming months, South Country may reach out to your clinic or nursing home medical records teams as we begin preparing for HEDIS Measurement Year 2021.

**Thank you for your partnership!**

Sincerely,  
South Country Health Alliance HEDIS Team

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## Tuberculosis Risk Assessment Requirement Change



The Minnesota Child and Teen Checkups (C&TC) Schedule of Age-Related Screening Standards requirement for TB risk assessments is changing. The current requirement calls for a TB risk assessment followed by appropriate action at every visit. The new requirement effective October 1,

2021, calls for evaluation of children and adolescents for their risk of exposure to TB at 1, 6, 12 and 24 months and annually beginning at three (3) years. The new requirement changes only the frequency of the TB risk assessment and follows American Academy of Pediatrics and the Minnesota Department of Health Tuberculosis program's (medical

guidance. All risk assessments on the Minnesota Child and Teen Checkups (C&TC) Schedule of Age-Related Screening Standards are a requirement. The C&TC periodicity schedule and other publications will be updated to reflect this change.



## Social Determinants of Health and Medical Decision Making

The Social Determinant of Health (SDOH) is “conditions in the environments” in which economic stability, education, health, health care, environment, and social/community context, is used for determining a patient’s risk associated with quality-of-life outcomes. According to the American Medical Association, in 2021, medical decision making (MDM) grid for outpatient/office evaluation and management (E/M) services includes SDOH as a factor for determining level of MDM.

Reporting SDOH data, ICD-10-CM guidelines states, “Code assignment is based on the documentation by patient’s physician or other qualified health care practitioner legally accountable for establishing the patient’s diagnosis.” ICD-10-CM codes for reporting this information is found in categories Z55 -Z65. Coding assignment for a patient with potential health hazards due to SDOH is based on medial record documentation from clinicians involved in patient care who are not the patient’s provider due to information represents social information, rather that medical diagnoses. Patient self-reported documentation is used if the information is signed-off by and incorporated into the health record by either a clinician or provider. Reference in ICD-10-CM Guideline I.B.14. Documentation by Clinicians Other that the patient’s Provider.

ICD-10\_CM Social Diagnoses (examples -Not all inclusive.)

Economic Stability	Education	Social and Community Context	Health and Health care	Neighborhood and Built Environment
Z59.4 Lack of adequate food and safe drinking water	Z55.0 Illiteracy and low-level literacy	Z60.2 Problems related to living alone	Z75.3 Unavailability and inaccessibility of health care facilities	Z59.0 Homelessness
Z59.5 Extreme poverty	Z55.1 Schooling unavailable and unattainable	Z60.4 Social exclusion and rejection	Z75.4 Unavailability and inaccessibility of other helping agencies	Z59.1 Inadequate housing
Z59.6 Low income	Z55.2 Failed school examinations	Z60.8 Other problems related to social environment	Z77.010 Contact with and suspected exposure to arsenic	Z59.2 Discord with neighbors, lodgers, and landlord
Z59.7 Insufficient social insurance and welfare support	Z55.3 Underachievement in school	Z60.9 Problems related to social environment, unspecified	Z77.011 Contact with and suspected exposure to lead	Z59.8 Other problems related to housing and economic circumstances
Z59.8 Other problems related to housing and economic circumstances	Z55.4 Education maladjustment and discord with teachers and classmates	Z62.21 Child in welfare custody	Z77.090 Contact with and suspected exposure to asbestos	Z65.0 Conviction in civil or criminal proceedings without imprisonment
Z59.9 Problems related to housing and economic circumstances, unspecified	Z55.8 Other problems related to education and literacy	Z62.810 Personal history of physical and sexual abuse in childhood	Z71.3 Dietary counseling and surveillance	Z65.1 Imprisonment and other incarceration
Z56.0 Unemployment, unspecified	Z55.9 Problems related to education and literacy, unspecified	Z62.820 Parent biological child conflict		Z65.2 Problems related to release from prison
Z56.1 Change of job		Z62.822 Parent foster child conflict		Z71.6 Tobacco abuse counseling

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Economic Stability	Education	Social and Community Context	Health and Health care	Neighborhood and Built Environment
Z56.2 Threat of job loss		Z63.4 Disappearance and death of family member		Z71.82 Exercise counseling
Z56.4 Discord with boss and workmates		Z63.8 Other specified problems related to primary support group		Z71.89 Other specified
Z56.89 Other problems related to employment				Z71.9 Counseling, unspecified
Z56.9 Unspecified problems related to employment				Z72.0 Tobacco use
				Z72.4 Inappropriate diet/eating habits

For 2021 Evaluation/Management guideline is changing focus from history and exam as key components in level of services and will now be based on either time or MDM. According to American Academy of Professional Coders (AAPC), this change will allow providers to select their level of service based on the complexity of the patient's overall condition. This will impact for Office and Outpatient services 99202 99215 only.

Codes	Risk of Complications and/or Morbidity or Mortality of Patient Management
99202 99212	Minimal risk of morbidity from additional diagnostic testing or treatment
99203 99213	Low risk of morbidity from additional diagnostic testing or treatment
99204 99214	Moderate risk of morbidity from additional diagnostic testing or treatment <i>Examples only:</i> <ul style="list-style-type: none"> <li>• Prescription drug management</li> <li>• Decision regarding minor surgery with identified patient or procedure risk factors</li> <li>• Decision regarding elective major surgery without identified patient or procedure risk factors</li> <li>• <b>Diagnosis or treatment significantly limited by social determinants of health</b></li> </ul>
99205 99215	High risk of morbidity from additional diagnostic testing or treatment <i>Examples only:</i> <ul style="list-style-type: none"> <li>• Drug therapy requiring intensive monitoring for toxicity</li> <li>• Decision regarding elective major surgery with identified patient or procedure risk factors</li> <li>• Decision regarding emergency major surgery</li> <li>• Decision regarding hospitalization</li> <li>• Decision not to resuscitate or to de-escalate care because of poor prognosis</li> </ul>

**Reference:**

American Academy of Professional Coders (AAPC): <https://www.aapc.com/blog/52108-account-for-social-determinants-of-health-when-coding-office-visits/>

American Health Information Management Association (AHIMA): <https://journal.ahima.org/improving-icd-10-cm-coding-for-social-determinants-of-health/>

## Skilled Nursing Providers Claims

Important reminders for claims payment:

1. Skilled Nursing Facility (SNF) providers are required to submit the Nursing Facility (NF) Communication form (*DHS-4461*) found on our website at [www.mnscha.org / providers / forms / notifications](http://www.mnscha.org/providers/forms/notifications) tab.
  - Important note: In addition to admission and discharge, you are required to fax on going updates with each reason code listed on the form.
2. Promptly fax the completed NF form to South Country at **1-888-633-4052** **within 24 hours** of admission, change of status and discharge to ensure proper claims processing.

Contact Information:

For questions related to form requirements or to verify day count, please contact Utilization Management at 1-888-633-4051. For claims-related questions, please contact the Provider Contact Center at 1-888-633-4055.

Thank you for your attention to this matter.

Utilization Management South Country Health Alliance

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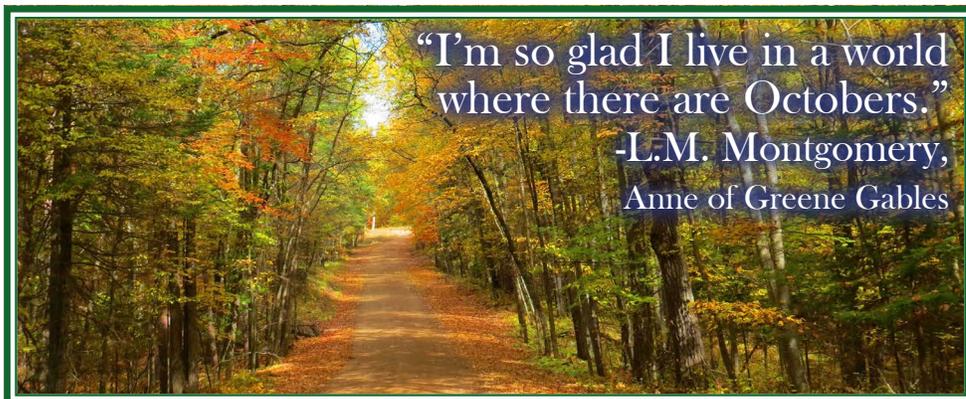
## Skilled Nursing Facility Providers – Web-Based Training

### Height, Weight and Nutritional Approaches

CMS is offering a web-based training that provides an overview of the assessment and coding of **K0200 Height and Weight** and **K0510 Nutritional Approaches**. Item rationale, steps for assessment, and coding instructions will be reviewed. The instruction provided within this training is intended to assist SNF providers in coding the Resident Assessment Instrument (RAI).

This course can be viewed on-demand anywhere you can access a browser. It includes interactive exercises to test your knowledge about the concepts provided. The course should take approximately 20 minutes to complete. While it is intended that lessons be completed in sequential order, you may also jump directly to any topic of interest.

For more information and to take the course, see the [Section K: Height, Weight, and Nutritional Approaches for SNF Providers](#) web page.



“I’m so glad I live in a world where there are Octobers.”

-L.M. Montgomery,  
Anne of Greene Gables

## Your First Point of Contact

### Provider Contact Center

Hours: Monday–Friday,  
8:00am–4:30pm (Central Time)  
Phone: 1-888-633-4055 (toll free)

## Provider Resources

Provider Network News is a publication of South Country Health Alliance. For submission information or reprint permission, contact:

South Country Health Alliance  
6380 West Frontage Road  
Medford, MN 55049

South Country Health Alliance  
Provider Manual, [Chapter 3](#)  
[Provider Network Resources](#).

Email: [ProviderInfo@mnscha.org](mailto:ProviderInfo@mnscha.org)

Visit us online at [www.mnscha.org](http://www.mnscha.org).  
Click the Providers tab to find all the forms, instructions, and other resources and information you need.

## REPORTING: Fraud, Waste, and Abuse

It is everyone’s responsibility to report suspected fraud, waste, and abuse.

You can report it by sending an email to the South Country Compliance Department at [compliance@mnscha.org](mailto:compliance@mnscha.org), by calling anonymously through our Report it hotline at 1-877-778-5463, or by visiting [www.reportit.net](http://www.reportit.net).  
Username: SCHA, Password: Owatonna

## Did You Know?

The DHS website provides updates to Personal Care Attendant (PCA) providers specifically for training requirements, both for individuals and for agency administration staff. [Visit the DHS PCA Provider Training Web page](#).

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