

Provider Organization (PCPO) Agencies to Community First Services and Supports (CFSS) Agencies Change

3/1/2022

Attention: PCA's and PCA Agencies

All PCPO owners currently enrolled in Minnesota Health Care Programs (MHCP), managers and qualified professionals (QP) must complete [CFSS Training for Current PCA Agencies](#) and pass the review test to add CFSS service codes to their existing MHCP enrollment record. Each owner, manager and QP will need their own certificate to meet the credentialing requirement. Providers will need to submit these certificates along with all current bonds and insurance documents via fax to MHCP at 651-431-7465.

To register for the training, go to [Personal Care Assistance \(PCA\) and Community First Services and Supports \(CFSS\) Training and Test](#), click the Training button, enter your information and check your email for next steps.

Call the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411, option 4, if you have questions about this message.

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.

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| 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. 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.

