

PROVIDER TRAINING OPPORTUNITY

Provider Training Opportunity on No Further Harm: Trauma-informed supports

Minnesota Department of Human Services (DHS) and the Minnesota trauma-informed support trainers will offer training and a view of trauma from the perspective of people with intellectual disabilities.

Nearly two-thirds of people in the United States have reported one or more traumatic events in their lives. With the COVID-19 pandemic, many people around the world are living in trauma right now. People with intellectual disabilities are at an even higher risk for traumatic experiences.

They will explore the sources of trauma, the effects of that trauma on both a biological and psychological level and the key ingredients for healing.

Whether a person can communicate past trauma or not, we should assume trauma has occurred and approach our support with this perspective in mind. This is a critical aspect to develop required positive-support strategies.

Audience:

Anyone who supports others, including, but not limited to:

- Case managers
- Family members.
- Lead agency staff
- Providers
- State staff

Dates and times:

Only attend one session

- 9 a.m.-noon, Monday, Aug. 15, 2022
- 9 a.m.-noon, Tuesday, Aug. 23, 2022
- 9 a.m.-noon, Tuesday, Sept. 20, 2022
- 1-4 p.m., Thursday, Sept. 29, 2022
- 1-4 p.m., Tuesday, Oct. 11, 2022

Each session is limited to 20 participants.

Register: Register via DHS [TrainLink](#). All sessions will be held via WebEx.

Additional details: Available on the [session announcement page](#)



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	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.