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Your First Point of Contact Provider Contact Center

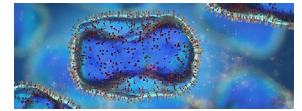
Hours: Monday–Friday,
8:00am–4:30pm (Central Time)
Phone: 1-888-633-4055 (toll free)

Subscribe Today

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



Monkeypox Information and Cases in Minnesota



The Minnesota Department of Health (MDH) reports there have been 167 cases of monkeypox confirmed in Minnesota as of 09/16/2022 with seven hospitalizations and no deaths. The majority of cases (95%) have been reported in Metro counties with a few cases seen in non-metro counties (5%). The following link will take you to the MDH monkeypox site where you can find cases by county: [Monkeypox \(MPX\) Case Data - Minnesota Dept. of Health \(state.mn.us\)](https://www.state.mn.us/health/monkeypox/). This site also contains information about monkeypox including symptoms, transmission, vaccination, and other information for health care professionals.

COVID-19 Website Information Updates

Providers, please remind your staff to continue monitoring our COVID-19 Info for PROVIDERS section on the Home page of the South Country Health Alliance (South Country) website. Our staff monitors and updates this area as things change. Please note that there have been some changes to our Telehealth information in this section as well as in our [Provider Manual](#), Chapter 33 located under the Provider Tab of our website.

Boosters

The CDC has endorsed updated COVID-19 Boosters, opening the way for a fall vaccination campaign that could blunt a winter surge if enough people living in the United States roll up their sleeves.

The new boosters targeting today's most common omicron strains **should begin to arrive in pharmacies and clinics within days.**



COMING SOON:

We are excited to announce a new feature for Providers! You will soon be able to submit Electronic Claims Appeals in the South Country Provider Portal.

Keep watching for updates!



Creating a Roadmap for the End of the COVID-19 Public Health Emergency

Throughout the COVID-19 public health emergency (PHE), the Centers for Medicare & Medicaid Services (CMS) has used a combination of emergency authority waivers, regulations, enforcement discretion, and sub-regulatory guidance to ensure access to care and give health care providers the flexibilities needed to respond to COVID-19 and help keep people safer. Many of these waivers and broad flexibilities will terminate at the eventual end of the PHE, as they were intended to address the acute and extraordinary circumstances of a rapidly evolving pandemic and not replace existing requirements.

To minimize any disruptions, including potential coverage losses, following the end of the PHE, the U.S. Department of Health and Human Services (HHS) Secretary Becerra has committed to giving states and the health care community writ large 60 days' notice before ending the PHE. In the meantime, CMS encourages health care providers to prepare for the end of these flexibilities as soon as possible and to begin moving forward to reestablishing previous health and safety standards and billing practices.

To learn more please visit: [Creating a Roadmap for the End of the COVID-19 Public Health Emergency | CMS](#)

Electronic Visit Verification Welcome Letter Available in MN-ITs Boxes



The Minnesota Department of Human Services (DHS) sent a link to access the welcome letter from HHAeXchange to the MN-ITs account of personal care service providers in scope for the start of electronic visit verification. The letter includes actions that affected providers must take. Read the full announcement at [Electronic visit verification welcome letter available in MN-ITs boxes](#).

Home A1C Testing Kit for Dual Eligible Members in 2022

On 1/1/2022 SeniorCare Complete and AbilityCare members with Diabetes have a new Supplemental Benefit. This benefit ends on 12/31/2022.

South Country dual eligible members with diabetes may elect to test their A1C hemoglobin levels in their own home. Testing in the comfort of their own home may provide members an alternative to going into the clinic for labs or may be used as a supplemental test in conjunction with lab testing in the office. This in home test, not typically covered by health insurance is fully paid and shipped with personal outreach by a pharmacy to offer education and support.

Providers are encouraged to discuss this supplemental benefit with members to help members test in home, be an active part of their diabetic care plan.

South Country has partnered with a sole source provider for this added benefit. Sterling Pharmacy is thrilled to work with South Country by serving our dual eligible members. Members do not need to be Sterling customers to receive this benefit.

Providers can easily initiate this for their SeniorCare Complete (MSHO) and AbilityCare (SNBC) members by sending a doctors order requesting the in home A1C test kit with supporting diagnosis of Diabetes accompanied by member demographics to: Sterling Pharmacy Owatonna Fax: (507) 451-5134

Doctor prescription may be faxed as previously stated or electronically submitted.

This benefit has been approved to continue into calendar year 2023, new end date is 12/31/2023.



IMD Residential Treatment Providers

South Country requires fax notification of all admits, discharges and transfers to and from Institution for Mental Disease (IMD) Residential Treatment (H2036, H0019 and H0018). Notification is required upon discharge from the residential stay along with a discharge summary. Please fax **Admission and Discharge Form #4505** to 507-431-6329. The form is found at: <https://mnscha.org/providers/forms-2/>

- The Discharge Summary should be included with each notification of discharge. South Country utilizes this information for internal case management programs that provide outreach and assistance to our members.
- For proper claim submission and to avoid additional outreach please ensure accurate dates on each claim including dates of service, admission and/or discharge date including discharge status codes.

Hepatitis C Virus Screening



Screening for Hepatitis C virus infection at least once at age 18 or older has been added as a recommended component of care to the [Minnesota Child & Teen Check \(C&TC\) Schedule of Age-Related Screening Standards](#) according to American Academy of Pediatrics [Recommendations for Preventive Pediatric Health Care Bright Futures Periodicity Schedule](#), U.S. Preventive Services Task Force, CDC, and the MDH. This recommendation is effective October 1, 2022. Providers are strongly encouraged to complete recommended components as part of a preventive visit. The Minnesota C&TC Schedule of Age-Related Screening Standards and other relevant publications will be updated or created to reflect this change. A new Hepatitis C Fact Sheet has been, on the MDH [Child and Teen Checkups Fact Sheets](#) webpage.

National Diabetes Month 2022

November is National Diabetes Month, a time when communities across the country team up to bring attention to diabetes. This year's focus is on prediabetes and preventing diabetes.

Prediabetes is a serious health condition where your blood sugar levels are higher than normal, but not high enough yet to be diagnosed as type 2 diabetes. **According to the CDC, more than 1 in 3 U.S. adults have prediabetes—that's 88 million people—but the majority of people don't know they have it.**

The good news is that by making small healthy lifestyle changes, it is possible to prevent type 2 diabetes and even reverse your prediabetes.

Here are some tips to help manage prediabetes and prevent diabetes.

- **Take small steps.** Making changes to your lifestyle and daily habits can be hard, but you don't have to change everything at once. It is okay to start small. Remember that setbacks are normal and do not mean you have failed—the key is to get back on track as soon as you can.
- **Move more.** Limit time spent sitting and try to get at least 30 minutes of physical activity, 5 days a week. Start slowly by breaking it up throughout the day.
- **Choose healthier foods and drinks most of the time.** Pick foods that are high in fiber and low in fat and sugar. Build a plate that includes a balance of vegetables, protein, and carbohydrates. Drink water instead of sweetened drinks.
- **Lose weight, track it, and keep it off.** You may be able to prevent or delay diabetes by losing 5 to 7 percent of your starting weight.
- **Seek support.** It is possible to reverse prediabetes. Making a plan, tracking your progress, and getting support from your health care professional and loved ones can help you make the necessary lifestyle changes.
- **Stay up to date on vaccinations.** The COVID-19 (booster shot, if eligible) and flu vaccines are especially important for people who may be more likely to get very sick from COVID-19 or the flu, such as people with diabetes.

ACCURATE CONTRACTED 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
- Add or remove services offered
- 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.

The image shows two forms from South Country Health Alliance. The top form is the 'Contracted Entity Update Form #5073', which includes sections for 'Contracted Entity Information', 'Provider's Change Information', and 'Previous Information'. The bottom form is the 'Contracted Entity Location Add/Remove Form #5079', which includes sections for 'Location Information' and 'Billing Information'. Both forms have a 'Comments' section and a 'Completed by' field.

We request that you use the following forms to notify South Country of any changes:

Identify any changes on the Contracted Entity Change Update Form #5073.

If you have added or terminated a location, please use the Contracted Entity Location Add/Remove Form #5079.

Both forms are located on our South Country Health Alliance website, under Providers/ Forms/Contracted Providers, at <https://mnscha.org/>

You may forward these changes to us via email at providerinfo@mnscha.org, fax to South Country at 507-444-7774, or mail to South Country Health Alliance, Attn: Contracting, 6380 West Frontage Road, Medford, MN 55049. If you have any questions on this process, please reach out to our **Provider Contact Center at 1-888-633-4055**.

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!

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, 2022.

ANNUAL COMPLIANCE ATTESTATION

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 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 by December 31, 2022. The attestation

is attached to the FDR Compliance Program Guide that was sent to providers in June 2022 or is also available by visiting 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 no later than December 31, 2022. Please access the form through our Provider Portal or by visiting www.mnscha.org and selecting Forms. If you have already completed a similar form for another Minnesota health plan in 2022, 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.

Fraud, Waste, and Abuse

South Country is committed to detecting, investigating, and preventing all forms of suspicious activities, including any reasonable belief that fraud will be, is being, or has been committed.

What is fraud, waste and abuse?

Fraud: An intentional act of deception, misrepresentation, or concealment in order to gain something of value.

Waste: The overutilization of services or other practices that directly or indirectly result in unnecessary costs to the health care program.

Abuse: Excessive or improper use of services or actions that is inconsistent with acceptable business or medical practice.

Tips to prevent fraud, waste and abuse

Knowing and following these tips can improve billing and help fight fraud, waste, and abuse.

- Make sure beneficiaries are eligible for services when they are furnished.
- Make sure medical records are accurate, legible, signed, dated, justify medical necessity and rationale for

services, and include physicians' orders or certifications when required.

- Bill only for covered services. If an error is found, return overpayments within 60 days.
- Document, authorize, and justify the medical need for services provided.
- Do not sign blank medical services documents.
- Do not unbundle or upcode services.
- Do not order unnecessary services.

Reporting

If you are aware of or suspect fraud, waste, or abuse, you may report it in the following ways:

- To the South Country Compliance Department by sending an email to compliance@mnscha.org
- Anonymously to South Country through our Report it hotline by calling 1-877-778-5463 or online at www.reportit.net (Username: SCHA, Password: Owatonna)

Steps For Increasing Colorectal Cancer Screening Rates

Colorectal cancer screening saves lives, yet nearly 1 in 3 adults ages 50 and older is not getting screened as recommended.

Through a step-by-step format, this newly updated manual provides evidence-based, expert-endorsed strategies to improve colorectal cancer screening rates in primary care practices. The 2022 edition includes:

- An expanded scope to include all primary care settings
- Current screening guidelines and new screening modalities
- Expert-endorsed strategies
- Samples, templates, and tools



Updated literature references:

[Steps for Increasing Colorectal Cancer Screening Rates: A Manual for Primary Care Practices - National Colorectal Cancer Roundtable \(nccrt.org\)](#)

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 2021. 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, Manager of Quality, at 507-431-6387, jsmith@mnscha.org or Melissa (Milly) Stanton, Quality Program Coordinator at 507-431-3012, mstanton@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 2022.

Thank you for your partnership!

Sincerely,

South Country Health Alliance HEDIS Team

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

Visit us online at 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, by calling anonymously through our Report it hotline at 1-877-778-5463, or by visiting 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.](#)