

NEED PROVIDERS HELP TO COMMUNICATE RENEWAL PROCESS

5/23/2023

Minnesota Department of Human Services (DHS) and South Country Health Alliance (South Country) needs your help communicating the eligibility renewal process to the 1.5 million Minnesotans who rely on the state's public health care programs for their health insurance.

The annual eligibility renewals process for Medical Assistance and MinnesotaCare was paused during the COVID-19 pandemic to help Minnesotans access care and maintain high insurance coverage rates in the state. However, renewals must restart as the federal public health emergency ends. This means that one in four Minnesotans will need to have their eligibility for their public health insurance reviewed to ensure they can keep the coverage. Members must complete the renewal process to keep their insurance and avoid gaps in coverage.

Learn more about this on the [Overview: Resuming public health care program renewals](#) webpage.

DHS is committed to ensuring that eligible Minnesotans retain their public coverage when renewals restart and connect newly ineligible Minnesotans with other coverage options during this process. Communications will be a core component in achieving those goals. It's important for members to understand that they need to update their contact information, including their home address, phone number and email, if they've moved in the last three years.

DHS has created resources for providers to help get the word out about the renewal process. You can find them on the [Planning for the end of the federal continuous coverage requirements: Preparing for renewals](#) webpage.

Please pass these resources on to communications teams in your organization and share [Overview: Resuming public health care program renewals](#) with members to encourage them to update their contact information. Resources are available in multiple formats and translated versions, which may be co-branded with your logo, and include:

- Videos
- Communications DHS has sent to members
- Broad communications for resuming renewals (digital ads, social media posts, flyer, renewal webpage template)
- Communications for members about when their renewal takes place (print materials, talking points, copy for targeted mail)
- Communications for members at the time of their renewal
- Communication toolkits by audience
- Resources created by other organizations.

Please do not instruct members to contact counties for renewal date information. DHS will send members their enrollment packets based on the month they originally enrolled. DHS will introduce a



tool that allows members to look up their enrollment date later.
DHS also launched:

A [Be prepared to renew](#) webpage for members that includes links for members on when they can expect their renewal to take place, answers to common questions, information on how to prepare for their renewal, trusted partners to connect with like navigators and managed care organizations, and how to sign up for updates and news

A statewide, public-facing [Renewal Dashboard](#) on renewal processing

A timeline of the project to restart renewals in public health care programs on the [Know when to expect your eligibility renewal](#) webpage

Members can visit mn.gov/dhs/mycontactinfo to find out more information.

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.