

PCA/CFSS WORKSHOP AVAILABLE

6/13/24

Minnesota Health Care Programs (MHCP) recently opened registration for the upcoming Personal Care Assistance (PCA)/Community First Services and Support (CFSS) Steps for Success workshop.

Registration is now open for the personal care assistance (PCA)/community first services and support (CFSS) Steps for Success workshop scheduled for **June 26-28, 2024**. Registration will close three business days before the workshop at 8 a.m.

Steps for Success is a three-day workshop offered to PCA/CFSS agency owners and managing or supervising staff to meet the PCA/CFSS agency provider training requirements for enrolling or maintaining enrollment with Minnesota Health Care Programs (MHCP).

To register for this training, click on the [Registration and cost link](#) on the PCA/CFSS Steps for Success workshop webpage. The workshop is online only.

Contact the MHCP Provider Resource Center at 651-431-2700 or 800-366-5411 with any questions.

For additional assistance or guidance on the information above, please see the resource below.

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.

