

What's Inside

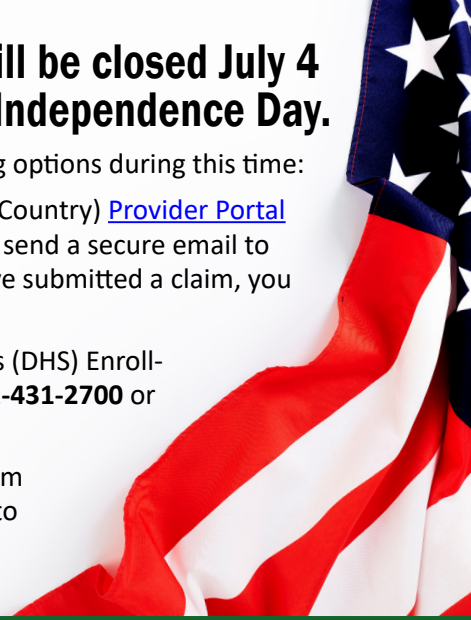
Page Article

- | | |
|---|---|
| 2 | All Contracted Providers Must Enroll with MHCP |
| 2 | Credentialing and Organizational Assessment Reminders |
| 3 | Accurate Provider Information Needed |
| 3 | Doula Service Recommendation from Dr. Chomilo |
| 4 | Delfina App for Expecting and Postpartum Mothers |
| 5 | SDOH Risk Assessment |
| 5 | Coming Soon! DHS launching CFSS |
| 5 | Options for Providers Affected by the Change Healthcare Cyberattack |
| 6 | Clinical Guidelines |
| 6 | Thank You for Your HEDIS Efforts |
| 7 | Tobacco Use Disorder Added as a Primary Diagnosis |
| 7 | Community Reinvestment Grant Opportunities Coming Soon |

The Provider Contact Center will be closed July 4 and 5, 2024, in observance of Independence Day.

As a reminder, providers may use the following options during this time:

- The South Country Health Alliance (South Country) [Provider Portal](#) to verify eligibility, check claim status, and send a secure email to the Provider Contact Center. Once you have submitted a claim, you may register to access the portal.
- Minnesota Department of Human Services (DHS) Enrollment Verification System (EVS) Line: **1-651-431-2700** or **1-800-657-3613** (toll free).
- DHS Minnesota Information Transfer System (MN-ITS) [MNITS Login Page \(state.mn.us\)](#) to verify eligibility.



South Country has an Immediate Need for an Associate Medical Director

South Country is pleased to announce the opening for an associate medical director. Do you have someone in mind who could be a good fit? Please share this information and make a referral by contacting the South Country human resources department at 507-444-7770.

The associate medical director (.5 FTE) provides leadership, professional/clinical support, and expertise in areas of focus for designated programs and services of South Country. This position allows the flexibility of working remotely with the high level of engagement, collaborative culture, and purpose of being a part of a team helping make a difference.

The associate medical director is responsible for collaborating with designated teams and departments to ensure the delivery of quality affordable health care services and may be involved in designated cross functional activities as assigned that require a physician's knowledge and expertise to support the role and function of the medical director's responsibilities.

Requirements include a current unrestricted medical license in Minnesota as a Doctor of Medicine (M.D.) or Doctor of Osteopathic Medicine (D.O.) with a minimum of five (5) years medical practice experience. Board Certification in a specialty recognized by the American Board of Medical Specialties is also required as well as knowledge of managed health care systems, medical quality assurance, quality improvement, risk management, and the primary care model. One to two years of health plan experience is highly desirable.

The full position description and information can be found on our website: www.mnscha.org or scan the QR code. South Country is an equal opportunity employer.



Your First Point of Contact

Provider Contact Center

Hours: Monday - Friday,
8:00 a.m. - noon and 1:00 p.m. - 4:30 p.m.
(Central Time)

Phone: 1-888-633-4055 (toll free)

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





All Contracted Providers Must Enroll with MHCP

The screening and enrollment process for contracted managed care organization (MCO) providers started July 17, 2023. The 21st Century Cures Act requires states to enroll contracted MCO providers who currently or wish to provide

services to members enrolled in Minnesota Health Care Programs (MHCP) managed care.

All providers who already have an existing contract with South Country must enroll by **July 15, 2024**, except for the following provider types that will require a site visit from DHS:

- Provider type 10 – Community Mental Health Center;
- Provider type 11 – Rehab Agency;
- Provider type 46 – Day Treatment;
- Provider type 64 – O–Home Care Nursing Organization; and
- Provider type 82 – Medical Transportation.

The providers in the bulleted list must enroll by **December 31, 2024**. Note MHCP will conduct an announced site visit within 60 days of the referral date (a letter will be sent) for the providers. You must complete both the enrollment process and site visit by **December 31, 2024**.

To ensure you meet the enrollment deadline, submit your enrollment application as soon as possible. Actively enrolled fee-for-service providers who have an existing contract with an MCO will not need to go through the screening and enrollment process again.

Refer to [Enrollment with MHCP](#) Provider Manual page for steps to enroll and a list of provider types that can enroll.

Refer to the [Minnesota Provider Screening and Enrollment \(MPSE\) portal training webpage for MPSE training](#) on how to use the MPSE portal to enroll.

Refer to the Enrollment process for MCO network providers on the [Enroll with Minnesota Health Care Programs](#) webpage for more information.

Credentialing and Organizational Assessment Reminders

- South Country requires that all credentialing/recredentialing applications are completed and submitted on the Minnesota Credentialing Collaborative (MCC) web portal. You may access MCC here: [Minnesota Credentialing Collaborative \(credentialsmart.net\)](#). **This does not include facility credentialing.**
- Credentialing applications that are received and not completed in their entirety or are missing required information will be returned unprocessed with a request for the missing information.
- To receive important credentialing and organizational assessment requests from South Country, you must report when you have credentialing staff updates.
- When practitioners terminate from your organization, report the terminations to South Country. This may be completed by emailing a notification or a completed Minnesota Uniform Change Form to credentialing@mnscha.org.
- A recredentialing request is emailed to the credentialing contact on file for the practitioner at least 90 days before the practitioner is due for recredentialing. If recredentialing applications are not received when they are due and the practitioner's credentialing expires, the practitioner will be inactivated in our system and will be required to complete the initial credentialing process to be reactivated. **South Country only sends one request for recredentialing.**
- Practitioners are required to be enrolled with MHCP/DHS in the MPSE provider portal. Enrollment may be completed here: [Minnesota Provider Screening and Enrollment \(MPSE\) Portal / Minnesota Department of Human Services \(mn.gov\)](#) and should be completed prior to sending your credentialing applications to South Country.
- Report all closed, temporarily closed, or sold facilities to South Country.
- Please instruct new credentialing staff of what is required for credentialing and organizational assessment so they are aware of their responsibilities/requirements to South Country.

Accurate 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. The Centers for Medicare & Medicaid Services (CMS) requires that we confirm this information directly with our contracted providers each quarter. Please communicate to us if your organization has had any changes to:

- Contracted entity/practitioner name;
- Contracted entity address;
- Billing address/information;
- Contact information for contracting, billing or credentialing;
- Ownership;
- Tax ID or NPI/UMPI number;
- Telephone/fax numbers;
- Addition or removal of a contracted entity or practitioner;
- Addition or removal of services offered;
- Directory email address;
- Web address;
- Organization hours; and
- Accepting new Medicare/Medicaid patients (yes or no).

New forms to ensure accurate provider information!

Use the following forms to notify South Country of any changes:

- List changes on the **Contracted Entity Change Update Form #5073**.
- If you have added or terminated a location, use the **Contracted Entity Location Add/Remove Form #5079**.
- If you are changing any services at a particular location, use the **Change of Services web form**.

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

The image shows two forms from South Country Health Alliance. The top form is titled 'Contracted Entity Update Form' and includes fields for 'Contracted Entity Name', 'Address', 'City', 'State', 'Zip', 'Country', 'Contracting Contact Name', 'Contracting Contact Phone', 'Specialties', 'Location Type', 'Hospital Affiliations (if any)', 'Practitioner', 'Directory Inquired', 'Mailing Information', 'Billing Information', and 'Comments'. The bottom form is titled 'Contracted Entity Location Add/Remove Form' and includes fields for 'Location Name', 'Location Address', 'City', 'State', 'Zip', 'Country', 'Location NPI', 'Contracting Contact Name', 'Contracting Contact Phone', 'Specialties', 'Location Type', 'Hospital Affiliations (if any)', 'Practitioner', 'Directory Inquired', 'Mailing Information', 'Billing Information', and 'Comments'. Both forms have a 'Comments' field at the bottom.

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!

Doula Service Recommendation from Dr. Chomilo

Reminder for doula services: Medicaid and MinnesotaCare Medical Director Nathan Chomilo, MD, FAAP, FACP, issued a statewide standing recommendation for doula services. Now, an eligible MHCP member may seek out and receive care from a MHCP-enrolled doula services provider without getting their own individual referral or written recommendation from a physician. Refer to [Recommendation for Doula Services for Pregnant and Postpartum Minnesota Health Care Programs Members \(PDF\)](#) for the full recommendation (attached).

Note: As indicated on the attached memo to doula services providers, doulas must enroll individually as providers with MHCP. Doulas will receive an NPI number once enrolled.

Delfina App for Expecting and Postpartum Mothers



DELFINA

What is Delfina?

In February 2024, South Country launched the Delfina app for all pregnant members and all members who have had a baby in the last year! Delfina is a maternal health tracking app where members are able to log their weight, mood, and symptoms throughout their pregnancy. The app provides instant feedback on the data entered, so members know if they should reach out to their provider or if what they're experiencing is common. The app also contains week-by-week pregnancy related articles for expecting and new mothers to read in their own time. From baby growth and nutrition to mental health and common pregnancy questions, the Delfina app has articles for every stage of pregnancy and post-partum

Beyond the app experience, Delfina also offers personalized services for each member to utilize. Every member is assigned a tele doula to work with every week of pregnancy and after baby is born. Members are able to meet with their assigned doula on video calls, phone calls, and/or text messaging as much or as little as they prefer for support.

Delfina also offers virtual registered dietician visits, virtual mental health therapy visits, and virtual lactation consultant visits. These visits are completed one-on-one and tailored to each member's individual needs. Meeting a nutritionist, mental health provider, and lactation consultant at least once during pregnancy and after having a baby is very beneficial, even if the member is not actively experiencing problems.

Delfina offers group classes that members are able to sign up for and attend, all in the comfort of their own home. Class topics include breastfeeding, baby care, postpartum support, nutrition tips, managing stress, and more! Delfina also offers a virtual prenatal and postpartum yoga class, led by a certified prenatal and postpartum yoga instructor.

The Delfina program is free for all members and is a new benefit all South Country mothers who are expecting and/or have had a baby in the last year.

How can my South Country patients sign up?

If your patient is pregnant or has had a baby in the last year and would like to sign up for this benefit, please have them reach out to either their county public health team, their wellness support team case manager through South Country, or by calling member services at 1-866-567-7242 (toll free). Each of these teams will be able to assist the member! They can also sign up for Delfina by visiting [South Country Health Alliance + Delfina](#), downloading the app, and entering some basic information.

Interested in integrating Delfina into your practice?

The Delfina app also has the opportunity to integrate within the electronic medical record system (EMR) at your practice. Delfina is an AI powered comprehensive pregnancy and post-partum care management platform that offers numerous benefits for your practice. Delfina's cutting-edge AI technology, validated with Mayo Clinic and the National Institute of Child Health and Human Development (NICHD), is shown to predict risk for pregnancy complications, providing the opportunity for early and proactive intervention. These predictions are flagged to you and your team through a web-based dashboard configured to meet the clinical guidelines you follow. With the provider in the loop, patients using Delfina are able to track blood pressure and blood sugar as a part of the program, using cellular data enabled devices included in the program.

If you would like to get started using this app within your EMR system, contact Delfina's Chief Medical Officer Bonnie Zell at bonnie@delfina.com or call her at 415-794-0203.

Need more information?

For questions or comments about this app, please contact our Manager of Clinical Care, Brenna Toquam, MSN, RN at btoquam@mnscha.org or 507-431-3009. We would love to hear your feedback!





Coming Soon! DHS launching CFSS

The Minnesota Department of Human Services (DHS) will be transitioning from personal care assistance (PCA) and the Consumer Support Grant (CSG) to Community First Services and Supports (CFSS). DHS is pleased to share that CFSS will be launching on October 1, 2024.

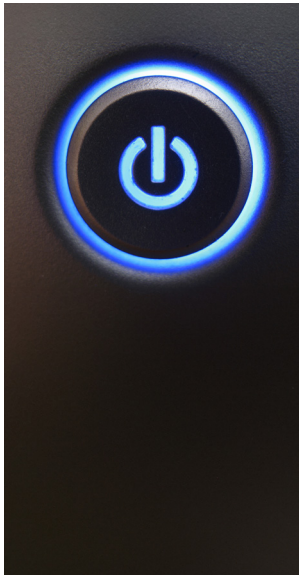
For more information please visit: [Community First Services and Supports / Minnesota Department of Human Services \(mn.gov\)](#), [CFSS frequently asked questions](#), and [Transition from PCA and CSG to CFSS \(state.mn.us\)](#).

SDOH Risk Assessment

CMS published [Health-Related Social Needs FAQs](#) (PDF) that includes details on the social determinants of health (SDOH) risk assessment. This document answers frequently asked questions about billing for SDOH risk assessments under the Physician Fee Schedule (PFS) using G-code G0136 beginning January 1, 2024.

1. What requirements does CMS have for SDOH risk assessment tools?
 - a. The SDOH risk assessment can be furnished using any standardized, evidence-based SDOH risk assessment tool that has been tested and validated through research, and includes the domains of food insecurity, housing insecurity, transportation needs, and utility difficulties may be used to conduct the SDOH risk assessment. Examples of evidence-based tools include the CMS Accountable Health Communities (AHC) tool, the Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences (PRAPARE) tool, and instruments identified for Medicare Advantage Special Needs Population Health Risk Assessment. These examples are non-exhaustive. Physicians and other practitioners may also choose to use a tool or ask additional questions to assess other areas of SDOH risk that are prevalent in or culturally important to your patient population, including combining questions from multiple standardized, validated tools.
2. Do the results of the SDOH risk assessment need to be documented in the medical record?
 - a. Any SDOH need identified through the risk assessment (HCPCS code G0136) must be documented in the patient's medical record and may be documented using a set of ICD10-CM codes known as "[Z codes](#)" ([starting on page 105](#)) (Z55–Z65), which are used to document SDOH data to facilitate high-quality communication between providers.

Options for Providers Affected by the Change Healthcare Cyberattack

A circular power button icon with a glowing blue ring and a white power symbol in the center.

South Country understands the challenges with claim submission you may be facing in light of Change Healthcare's current situation. Providers are still required to submit all claims electronically. Options include using a clearinghouse to submit professional and institutional batch claims via Electronic Data Interchange (EDI) or registering with HealthEC aka MN E-Connect to direct data enter claims. MN E-Connect may be reached at 1-877-444-7194 or <https://mneconnect.healthec.com/ProdMNeConnectAdmin/mnehome.aspx>.

The current cyberattack on Change Healthcare may also impact access to your remittance advice through their platform and you may find this information is temporarily unavailable. Providers may access their remittance advice through our secure provider web portal. If you are not registered with the South Country web portal, you may register on our [South Country website](#).

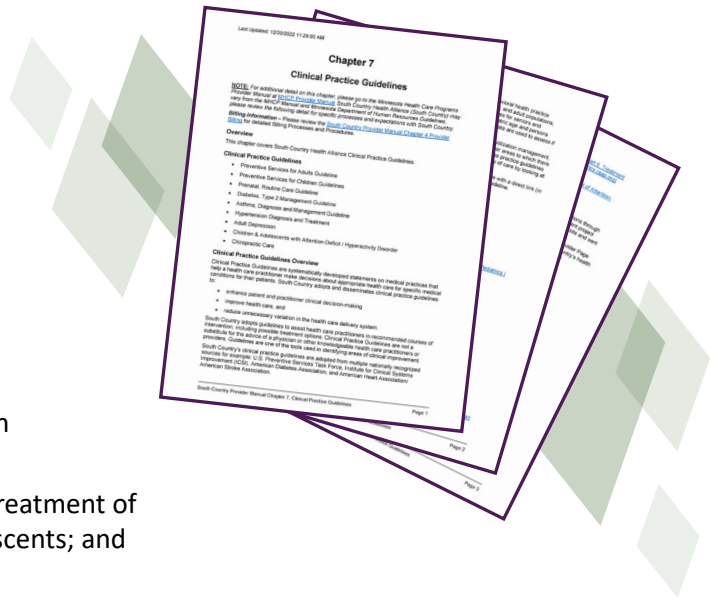
Further questions regarding clearinghouses and remittance advice should be directed to South Country's Provider Contact Center at 1-888-633- 4055.

Clinical Practice Guidelines

South Country provides access to clinical practice guidelines for clinicians that are adopted from multiple nationally recognized sources. Examples include the United States Preventive Services Task Force, the American Diabetes Association, the American College of Cardiology, the American Heart Association and the Global Initiative for Asthma. South Country updates its clinical practice guidelines yearly or more often as needed. The links to these guidelines are formatted for easy access and can readily be found on the South Country website at https://mnscha.org/wp-content/uploads/Ch7_12302022.pdf.

There you will find links to resources on such topics as:

- Preventive services for various age groups;
- Pediatric preventive services periodicity schedule;
- Health supervision for children and adolescents with Down syndrome;
- Standards of care in diabetes;
- Pharmacologic approaches to glycemic treatment;
- Asthma management and prevention;
- Hypertension diagnosis and treatment;
- APA clinical practice guideline for the treatment of depression across three age cohorts;
- Clinical practice guideline for the diagnosis, evaluation, and treatment of attention deficit/hyperactivity disorder in children and adolescents; and
- Chiropractic guidelines.



To view all of the Provider Manual chapters, go to [Provider Manual – South Country Health Alliance](#).

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 2023. We thank you for your assistance in completing this process in a timely and efficient manner. We continually utilize HEDIS® outcomes and rates to support our 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, we may reach out to your clinic or nursing home medical records teams as we begin preparing for HEDIS® measurement year 2024.

Thank you for your partnership!

Sincerely,
The South Country Health Alliance HEDIS Team

Tobacco Use Disorder Added as a Primary Diagnosis

DHS has made a change to allow tobacco use disorder to be indicated as the primary diagnosis for substance use disorder treatment when providing tobacco and nicotine cessation education or counseling.

When Substance Use Disorder (SUD) providers are providing treatment for tobacco use disorder as a primary SUD diagnosis, the same billing codes, unit of services and reimbursement amounts will be applied as other primary substance use disorders. Please see the MHCP provider manual for more information under Covered Services. Information on training and best practices can be found in the Behavioral Health E-Memo #23-58 sent on April 25, 2024, from DHS.

South Country *Cares* Community Impact Program

Community Reinvestment Grant Opportunities Coming Soon

South Country plans to award up to a total of \$2.16 million in grants to qualified applicants in 2025. The grant request for proposal (RFP) will be posted on the state register and on the South Country website mid-July. The RFP will invite proposals for initiatives focused on improving the health of South Country members and addressing community social determinants of health. Be sure to check the state register or the South Country website for more information!

Have a Great Summer!



Our friendly provider network team would love to hear from you.

Tell us how we are doing - please take a minute or two to complete our [Satisfaction Survey](#).

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 webpage.](#)