

Chapter 3

Provider Services

Provider Services

Monday–Friday, 7:00am–7:00pm (Central Time)
1-800-995-4543 (toll free)

Provider Services

South Country Health Alliance (SCHA) encourages providers to call Provider Services as their first point of contact regarding eligibility inquiries, benefit determination questions, and claim status issues. When you call you will speak with a knowledgeable Provider Services Specialist. They are there to help with many questions such as (but not limited to):

- Member benefit and product information
- Claims status or adjustment
- Facilities, hospitals, dialysis centers, hospice providers, surgery centers, skilled nursing facilities (SNF)
- Claim reimbursement determinations or adjustments
- Claim processing
- Billing questions
- Claim rejections
- Coordination of benefits
- Authorizations
- Co-payments and coinsurances as related to member benefits
- Clarification regarding claim processing procedures and provider communications

Claim Payment Inquiries, Payment Disputes, General Inquiries/Complaints

Resources Available to SCHA contracted Providers for Questions:

- SCHA Website www.mnscha.org
- www.mayoclinichealthsolutions.com
- Provider Services 1-800-995-4543
- MN E-Connect www.mneconnect.com

Provider Services Specialists are available to answer general questions, check claim status, and identify participating providers. If the Provider Services Specialist is unable to answer the provider (or SCHA staff member) question, they will route to the appropriate internal claims staff member.

Provider Relations Representative

- If you are unable to address or resolve a claim processing issue with Provider Services or you feel your claim did not adjudicate correctly according to your contract fee schedule, Provider Manual, training directives or SCHA communications, contact the Provider Relations Representative for guidance and assistance.
- Assist and educate on SCHA processes, resources available, organizational questions and issues.
- Understanding SCHA communications

You can contact the Provider Relations Representative at email

ProviderInfo@mnscha.org

Provider Contracting

Providers are encouraged to contact their Provider Contract Manager directly for questions pertaining to contract issues, or email ProviderInfo@mnscha.org.

Contract Manager

The Provider Contract manager is the point person for contract related issues.

Contact your contract manager for:

- Contract questions
- Contract implementation issues
- New contract options
- Contract terms and interpretations
- SCHA organizational questions and issues
- General SCHA policy and procedure questions

Forms and Updates

Provider updates and forms are available under the Provider Resources tab on South Country Health Alliance's website www.mnscha.org/provider.

To receive the latest updates and changes to programs, policies and procedures, sign up to receive electronic Provider Network communications at http://mnscha.org/providers_subscribe.htm.

Web Access

The MMSI web site – www.mayoclinichealthsolutions.com offers network providers access to a variety of helpful plan and administrative information. Current tools include:

- Claims look-ups

- Check member eligibility
- Provider searches

In addition, the site provides access to many of the common forms necessary for day-to-day transactions. Forms for credentialing, address or tax ID changes, and other related topics all can be found on the web site.

To register, complete the Super User Request Fax Form on www.mayoclinichealthsolutions.com and fax to 507-266-0616. If there are any questions regarding the form, contact Provider Services at 1-800-995-4543.

NOTE: Your request will not be activated until you submit a claim under your Tax I.D. number. Once the provider has been given access, the provider will receive a User Guide for reference. The User Guide explains how the provider logs on and looks up claim information, as well as, how to set up End Users.

MN E-Connect

MN E-Connect is an on-line direct data entry claim system available to providers billing services for members on South Country Health Alliance. To register go to www.mneconnect.com. Further information is available at 1-877-444-7194.