

Chapter 3

Provider Services

Provider Contact Center

Hours of Operation: Monday–Friday, 8:00am–4:30pm (Central Time)

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

South Country Health Alliance (SCHA) encourages providers to use our SCHA Provider Portal at <https://provider.mnscha.org/scha.provider.aspx> for general questions on member eligibility, claim status, authorization status, obtain a copy of your remittance or submit a secure email. You may also call the Provider Contact Center regarding a variety of provider issues, including the ones listed below. When you call you will speak with a knowledgeable Provider Contact Center Specialist on many issues, such as (but not limited to):

- Member benefit and product information
- Claims processing, status or adjustment
- Claim reimbursement determinations
- 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
- Identify participating providers

Resources Available to SCHA contracted Providers for Questions:

- SCHA Website www.mnscha.org
- SCHA Provider Portal <https://provider.mnscha.org/scha.provider.aspx>
- Provider Contact Center 1-888-633-4055
- HealthEC aka MN E-Connect <https://www.mneconnect.healthec.com/>

Provider Relations Representative

- If you are unable to address or resolve a claim processing issue with the Provider Contact Center 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 by email at: 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
- Discuss your Contract or obtain clarification of your Participating Agreement
- SCHA organizational questions and issues

Forms and Updates

Provider updates and forms are available at https://mnscha.org/?page_id=298. Please notify SCHA at least 30 days before a change occurs, including change of address, NPI, Tax I.D. ownership, name, etc. This will help SCHA ensure claims are processed timely and accurately.

To receive the latest updates and changes to programs, policies and procedures, sign up to receive electronic Provider Network communications at https://mnscha.org/?page_id=4693.

Web Access

The SCHA Provider Portal offers providers access to a variety of helpful plan and administrative information. Current options include:

- Claims Detail
- Check member eligibility
- Authorizations
- Remittances
- Forms & Resources
- Send secure emails

Once you have submitted a claim, you may register to access the South Country Health Alliance Provider Portal at <https://provider.mnscha.org/scha.provider.aspx> . If there are any questions regarding your registration, contact the Provider Contact Center at 1-888-633-4055.

HealthEC aka MN E-Connect

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