



South Dakota
Department of
Social Services

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES

700 GOVERNORS DRIVE

PIERRE, SD 57501-2291

PHONE: 605.773.3495

FAX: 605.773.5246

WEB: dss.sd.gov

April 5, 2023

Attention: Billing Professionals
From: South Dakota Medicaid
RE: Claims and Documentation

To ensure all claim forms and related documentation are processed and captured by South Dakota Medicaid as intended, all documents must be submitted on single-sided paper only. Due to scanning hardware and software limitations, we are unable to capture both sides of a double-sided document which may result in payment delays, unmet timely filing requirements, or claim denials. Additional claim instructions are available on our website:

<https://dss.sd.gov/medicaid/providers/billingmanuals/>. Additionally, all claim-related documentation must be accompanied by a claim form.

Providers are encouraged to utilize the Medicaid Portal for submission of claims and/or documentation which saves postage and paper and can result in faster claims processing. Medicaid Portal user guides and training are available on our website:

<https://dss.sd.gov/medicaid/portal.aspx>. For additional assistance using or accessing the portal, send an email to DSSonlineportal@state.sd.us.

If you have any questions, please contact the Division of Medical Services at 1-800-452-7691.

Sincerely,

South Dakota Medicaid

The Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of actual or perceived race, color, religion, national origin, sex, age, sexual orientation or disability in admission or access to, or treatment or employment in its programs, activities, or services. For more information about this policy or to file a Discrimination Complaint you may contact: Discrimination Coordinator, Director of DSS Division of Legal Services, 700 Governor's Drive, Pierre SD 57501, 605-773-3305.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-305-9673 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-305-9673 (TTY: 711).