



South Dakota
Department of
Social Services

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES
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December 12, 2023

Attention: South Dakota Medicaid Providers and Billing Professionals

From: South Dakota Medicaid

RE: Paper Appeals

With the goal of providing, Medicaid providers timely responses to appeals, in 2020, South Dakota Medicaid distributed notice that as of April 10, 2020, South Dakota Medicaid would no longer accept paper appeals and reconsideration of adjudicated claims. Any appeals/reconsideration and associated documentation received via paper after April 10, 2020, would not be considered. Due to the Public Health Emergency and other considerations, South Dakota Medicaid delayed the full implementation of this change.

Effective January 1, 2024, the above-stated policy will be enforced. Any reconsideration requests received on paper will be returned to the sender unprocessed. Please submit all claim reconsiderations through the South Dakota Medicaid Online Portal.

If you do not have an online portal login, you will need to register. Information regarding registration is available in the [Medicaid Portal User Guide](#). If you have questions about what claims can be reconsidered, please consult the [Reconsideration Reviews](#) provider manual. Step-by-step instructions on how to submit an appeal through the online portal start on page 5.

Claim reconsiderations are reviewed by South Dakota Medicaid. Reconsideration responses are generally sent to the provider via the Portal within 30 days of receipt. Claim reconsiderations that are approved by South Dakota Medicaid will be reprocessed.

Sincerely,

South Dakota Medicaid