

**DEPARTMENT OF SOCIAL SERVICES**

DIVISION OF MEDICAL SERVICES

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**Strong Families - South Dakota's Foundation and Our Future**

April 9, 2018

**ATTENTION: South Dakota Medicaid Providers**

**FROM: South Dakota Medicaid**

**RE: South Dakota Medicaid Updates**

Greetings,

- **New Claim Denials**

Please ensure that your enrollment staff and your billing staff collaborate to capture the taxonomy code on the enrollment record is the one that will be used on claims. Unless South Dakota Medicaid requires differentiating taxonomy codes for different services, only one taxonomy code for an individual practitioner should be captured. Providers will see claims denials if taxonomy codes are not populated or fail to match the enrollment record.

- **Policy Information for Other Insurance Carriers**

Effective April 1, 2018 through September 30, 2018, policy numbers for recipients with commercial insurance and Medicare will not be displayed through electronic eligibility inquiries, including the portal. If you need this information you may call the Telephone Service Unit: (800) 452-7692.

- **Secure Email**

On May 1, 2018, South Dakota Medicaid will utilize secure email as the default for all outgoing emails. For providers and stakeholders that have not utilized secure email in the past, you will not be required to create a login, but new users may need to verify your email address. This will not be a change and will have no effect for most providers and stakeholders that have previously communicated about Protected Health Information through email.

Sincerely,

South Dakota Medicaid