

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES

700 GOVERNORS DRIVE

PIERRE, SD 57501-2291

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March 9, 2020

ATTENTION: Provider and Billing Professionals

FROM: South Dakota Medicaid

RE: Paper Requests and Reviews (Appeals)

Providers should utilize the “Communications Request and Review” tab in the Medicaid Portal for requests and reviews, previously known as appeals. “Communications Request and Review” allows providers to track the request that has been submitted for review. This tool also allows providers a way to communicate with SD Medicaid about the request. Providers can access the “Communications Requests and Reviews” through our Medicaid Portal at <https://dss.sd.gov/medicaid/portal.aspx>. If you do not have access to this section on the Medicaid Portal, please talk to your facility portal administrator to have them grant you permissions.

After April 10, 2020, South Dakota Medicaid will no longer accept paper requests and reviews (appeals). Any “Appeal” and associated documentation received via paper after April 10, 2020 will not be considered.

Thank you,

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, gender identity, 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).