

South Dakota Medicaid PROVIDER NEWSLETTER

Winter 2020

Up-to-date information regarding the Department of Social Services response to the COVID-19 public health emergency is available at <https://dss.sd.gov/keyresources/recentnews.aspx>

New Tool for PCP Selections and Changes

South Dakota Medicaid implemented a [new tool](#) that allows providers to submit PCP selection/change forms online on behalf of recipients. Providers can utilize this process in lieu of faxing or emailing the permission to South Dakota Medicaid. This process is secure process and allows providers to attach a permission document. Instructions for how to use this feature are available on our [website](#).

Three pieces of information are required to submit the selection/change forms online: Medicaid Identification number, case number, and date of birth.

Providers that do not know the case number can access it using the Provider Portal Eligibility Inquiry. The case number is located in the return document under the insurers information. Instructions for how to using the Eligibility Inquiry are available on pages 44-47 of the [Provider Portal User Guide](#).

Claims Documentation Reminder

To ensure all documentation and notes attached to paper claims are reviewable by South Dakota Medicaid staff, please submit them on single-sided paper. Both sides of a double-sided document will not be captured by our scanning hardware/software.

Community Health Workers Technical Assistance Opportunity

South Dakota Medicaid began covering Community Health Worker (CHW) services provided by enrolled CHW agencies. CHW services are a preventive health service to prevent disease as well as address disease progression for individuals with a chronic condition or at risk for a chronic condition or for individuals with a documented barrier that is affecting the individual's health.

Technical assistance is available through South Dakota Medicaid for agencies that are interested in providing CHW services. Staff are available to assist with policy review, provider enrollment, and other requirements outlined in the [CHW Provider Agreement](#).

To obtain technical assistance or to discuss CHW services further please contact Samantha Hynes at Samantha.Hynes@state.sd.us or 605-773-3495.

Additional information regarding CHW services is available in the [CHW Provider Manual](#).

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