

South Dakota Medicaid Provider News

Spring 2021



Providers with closed caseload in the Primary Care Provider or Health Home Programs Requirements

Effective June 1, 2021, South Dakota Medicaid requires clinics with providers who have closed caseloads to use our secure online provider selection tool when adding a new recipient to the PCP and HH program. This easy-to-use tool is available at <https://dss.sd.gov/pcphselection>.

The Online Provider Selection Tool allows the required approval forms/letters to be submitted securely along with the selection/change. It has several advantages for providers including eliminating the need to fax or send forms, automating the process to ensure accuracy and consistency, and safeguarding Protected Health Information.

DSS has developed a webinar and slide show to help walk you through how to use this tool. This webinar can be found under Online Selection Tool on <https://dss.sd.gov/medicaid/providers/>.

Medicaid Portal

Providers can check the status of a submitted claim using the [Medicaid Portal](#) by using the Status Inquiry, which is located under the Claims tab. Claims Status Inquiry allows a user to search for a claim submitted in the last 6 months regardless of how the claim was submitted. For more information please reference our [Status Inquiry Guide](#).

Disagreements with Medicaid Claims Adjudication

All reconsideration requests must be submitted via the [Medicaid Portal](#) Communications Review and Request function as [previously](#) communicated. Please refer to the [Reconsideration Reviews, Coverage Request and Fair Hearings](#) manual for more information regarding submitting a reconsideration request.

Claim Communications Review and Requests

Corrections must be received within three months of the denied claim communication review and request on the [Medicaid Portal](#). Email communications pertaining to a new or previously submitted review and request do not allow for increased processing time. Standard timely filing requirements still apply. Please refer to our [General Claim Guidance](#) manual for more information regarding timely filing requirements.



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