Confidentiality

The Constituent Liaison may have access to confidential information in possession of DSS and will maintain the confidentiality of the information as required by State and Federal laws. However, it may be necessary for individuals to sign a release of information to provide assistance in particular situations. Refusal to sign a release for information may limit the assistance that can be provided.

South Dakota Department of Social Services

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South Dakota Department of Social Services

Constituent Liaison Services



Key Responsibilities

Serves as an independent source of information and explanation for the public about services provided by DSS.

Assist constituents with questions regarding benefit coverage and claim information.

Constituent Liaison Can

The Constituent Liaison can provide assistance in regard to:

- Medicaid coverage detail information
- Requesting a replacement Medicaid card
- Making an online change to your Medicaid Care Management Provider
- Medicaid claim detail/status information
- Acting as an advocate for recipients with Medicaid billing issues
- Receiving complaints about services provided by DSS and ensuring they receive a timely response

Constituent Liaison Cannot

- Determine eligibility
  - Add or remove recipients from plan
  - Change information (i.e. address, date of birth or name)

Please contact your local Department of Social Services office to assist with these issues

- Dental procedures/services and limitations
  - Dental claim status
  - Dental pre-authorizations
  - Finding a dentist in your area (insurekidsnow.gov will pull all dentists in your area that have a signed Medicaid agreement with South Dakota Medicaid)

Please call Delta Dental of South Dakota to get assistance with any dental questions at 800.627.3961

- Travel reimbursement
  - Lodging
  - Meals

Please call Non Emergency Medical Transportation for assistance at 866.403.1433

Contact Us

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dss.sd.gov/medicaid/generalinfo/constituentliason/default.aspx