

PROVIDER CONTACT CENTER CLOSURE

The South Country Health Alliance (South Country) Provider Contact Center will be closed on Monday, September 7th in observance of Labor Day.

South Country Provider Contact Center will also be closed on Friday, September 11th starting at 12pm (Noon) for the remainder of the day and will resume normal business hours on Monday, September 14th.

Please utilize the following resources during these times:

- South County [Provider Portal](#) to verify eligibility, check claim status, and send a secure email to the Provider Contact Center. Once you have submitted a claim, you may register to access the South Country Health Alliance Provider Portal.
- Minnesota Department of Human Services (DHS) Enrollment Verification System (EVS) Line: **1-651-431-2700** or **1-800-657-3613** (toll free)
- DHS Minnesota Information Transfer System (MN-ITS) [MNITS Login Page \(state.mn.us\)](#) to verify eligibility

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage

Authorization verification

Website questions

Claims billing and processing guidelines

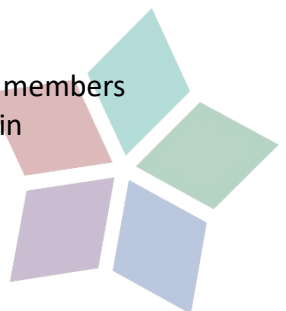
Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General information

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in





Bulletin/Update

understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.