

EXTENDED PCA SERVICES END SEPT. 30, 2026

As part of the current phase of the [transition from PCA and CSG to CFSS](#), members can no longer receive extended personal care assistance (PCA) services after **Sept. 30, 2026**.

Members' case managers or care coordinators are responsible for updating members' extended PCA service authorization lines to end extended PCA on the end date. Extended PCA services may **not** be provided beyond Sept. 30, 2026.

Members can continue to receive regular PCA services until they complete the transition to Community First Services and Supports (CFSS).

Refer to the [May 12, 2026, eList: Extension to CFSS transition timeline](#) and [Aug. 18, 2026, eList: Extended PCA ends Sept. 30, 2026](#) for more information on these changes. (pub. 8/28/27)

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	Provider web portal issues
Authorization verification	Claim rejection guidance
Website questions	General information
Claims billing and processing guidelines	
Remittance adjustment code details and payment 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 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.

