

TEMPORARY SOUTH COUNTRY ELIGIBILITY VERIFICATION ISSUE

South Country Health Alliance (South Country) has become aware of reports that some providers are experiencing difficulties verifying active South Country member eligibility through their eligibility verification systems.

If you are unable to verify a South Country member's eligibility through your normal process of eligibility verification, please use one of the following alternative methods:

- Verify eligibility through the [South Country Provider Portal](#)
- Verify eligibility through [MN-ITS](#)
- Contact the **South Country Provider Contact Center (PCC)** for assistance with eligibility verification at **1-888-633-4055**

If you experience difficulties verifying a member's eligibility, please continue scheduling and servicing members as appropriate after eligibility has been confirmed through one of the methods listed above.

If you have questions or need assistance, please contact the PCC at **1-888-633-4055**.

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





Bulletin/Update

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.