

Coordination Of Benefits Appeal Process

Effective January 29, 2022, providers will need to Appeal for payment to South Country Health Alliance after three (3) unsuccessful attempts have been made to collect payment from the Third-Party Liability (TPL) payer within 90 days, except when the TPL payer has already made payment to the member. When submitting the Appeal, please include the following:

- A copy or screen print of the first claim sent to the TPL payer
- Documentation of two (2) further billing attempts
- Any written communication the provider has received from the TPL payer

South Country provider appeal requests must be submitted on the Provider Appeal Form #4356. This form is located on our website <https://mnscha.org/>. Select the Provider Tab, select Forms and click on Claims to obtain the Provider Appeal document.

Claims must be billed to South Country within 180 days of the last unsuccessful TPL collection attempt to qualify for payment consideration.

If you have questions, please call the Provider Contact Center at 1-888-633-4055 (toll free).

Thank you.

Have a good day!

South Country Health Alliance-Provider Network

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.

