

PROVIDER CONTACT CENTER HOURS CHANGE

Beginning December 1st, 2022, the South Country Provider Contact Center will be closed noon – 1 p.m. Central Standard Time (CST).

Effective December 1st, 2022, Providers can also obtain member eligibility information within the same call as your other inquiries to our Provider Contact Center as well.

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

South Country Provider Contact Center

1-888-633-4055

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

Closed from 12 p.m. to 1 p.m. (starting Dec. 1, 2022)

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

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| 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.

