

PCC CLOSURE NOTICE

5/21/2024

South Country Provider Contact Center Office Closure

The South Country Provider Contact Center will be closed on Wednesday, May 29, 2024, from 11:00 AM to 3:00 PM for an internal staff meeting.

Providers can access eligibility, claims information, and submit claim inquiries by using our South Country Health Alliance web portal, MN-ITS or through the Minnesota Department of Human Services (DHS) Eligibility Verification System (EVS) line.

For additional assistance or guidance on the information above, please see the resource below.

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.

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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 with 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.

