

## PCC CLOSED ON JUNE 19

6/10/2024

The South Country Health Alliance (South Country) offices and the Provider Contact Center will be closed on Wednesday, June 19, 2024, in observance of Juneteenth.

As a reminder, providers may utilize the following options during this time:

- South County [Provider Portal](#) to verify eligibility, check claim status, and send a secure email to the Provider Contact Center. Once you have submitted a claim, you may register to access the South Country Health Alliance Provider Portal.
- Minnesota Department of Human Services (DHS) Enrollment Verification System (EVS) Line: 1-651-431-2700 or 1-800-657-3613 (toll free)
- DHS Minnesota Information Transfer System (MN-ITS) [MNITS Login Page \(state.mn.us\)](#) to verify eligibility

*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.

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.

