

## UPDATE TO CHAPTER 4 PROVIDER BILLING SECTION OF THE SOUTH COUNTRY PROVIDER PORTAL

We've made an important update to Chapter 4 Provider Billing in the South Country Provider Manual. A more in-depth coding reference has been added, located at the beginning of page 2. This addition provides detailed guidance on accurate billing and coding practices.

This document is also available on the South Country Health Alliance website. You can find it under: Providers → Other Resources → Claims → Coding Reference PDF.

Please refer to this resource for any coding related questions or clarification.

### 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

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.

