

CAH RATE: REVISED PAYMENT AND RETROACTIVE LUMP SUM ADJUSTMENT PAGES REQUIRED

Recently, some Medicare Administrative Contractors (MACs) have changed the format of critical access rate notifications sent to providers and are no longer sending the Summary of Interim Rate Changes. As a result of this change, South Country Health Alliance now requires providers to submit the Revised Payment and Retroactive Lump Sum Adjustment page(s) along with the Critical Access Hospital Interim Rate Review page(s) in order to ensure accurate rate programming.

Providers are required to submit their CAH rate updates and changes to South Country annually or within thirty (30) days of the date received (whichever is earlier) at the following:

Email: schaclaims@primewest.org

Fax: 1-320-762-5956

If you have questions, please call the Provider Contact Center at 888-633-4055.

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





Bulletin/Update

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.