

ENTERAL NUTRITION DOCUMENTATION REQUIREMENT REMINDER

South Country Health Alliance is reminding providers of the documentation requirements for submitting claims for products listed as By-Report on the Enteral Nutrition Price List

Include pricing documentation with claims for products that are listed as "*By-Report" on the [Enteral Nutrition Price List B4149 - B4155](#) and [B4157 - B4162](#).

Pricing documentation must include the following:

1. Product code (the UPC or NDC)
2. Package size (amount per case or individual)
3. Total calories per can or packet
4. Information that identifies whether pricing attachment is manufacturer's suggested retail price (MSRP) or invoice

If you have any questions, please call the Provider Contact Center at **1-888-633-4055**

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

Provider web portal issues
Claim rejection guidance
General information

Claims billing and processing guidelines
Remittance adjustment code details and payment 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.