

PCA/CFSS CLAIMS REPROCESSING

South Country Health Alliance will be reprocessing some PCA/CFSS claims; some Providers will start noticing these reflecting in their remittance advice over the next couple of weeks. This adjustment project is to reprocess claims where the paid amount is greater than the billed amount due to the tiered rate increase. All impacted claims have paid dates between 4.15.2025 and 9.16.2025.

Additional tiered rate increase research identified guidance which indicates providers are to include the tiered rate increase amount in their billed charges. South Country has updated our system to account for this guidance and has limited the final payment to billed charges when applying the tiered rate increase.

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.

