Bulletin/Update
10/28/2026

RTE VERIFICATION ISSUE RESOLVED

South Country Health Alliance (South Country) has confirmed that the real-time eligibility (RTE) verification issue has been resolved. Providers may resume verifying South Country member eligibility through their normal standard eligibility verification systems. If you continue to experience RTE issues, please contact the South Country Provider Contact Center (PCC) at 1-888-633-4055 for assistance. Thank you.

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

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.