Bulletin/Update
10/28/2026

NEW PAYMENT MANAGEMENT SYSTEM: PAYMENTWORKS

South Country Health Alliance (South Country) is pleased to announce a new partnership with PaymentWorks, a secure payment management platform that will streamline the Electronic Funds Transfer (EFT) enrollment and maintenance process for providers.

PaymentWorks offers a secure and efficient method for collecting provider payment information while reducing the need for South Country to receive and maintain sensitive banking and tax data. This enhanced process strengthens data security, reduces administrative burden, and provides providers with greater control over managing their information through the PaymentWorks platform.

Temporary Hold on New EFT Enrollment Requests

To support a smooth transition to the new EFT process, all EFT enrollment requests will be paused, **Effective Immediately**. This pause will help prevent providers from completing duplicate enrollment activities while the new process is being implemented.

Providers who are currently enrolled in EFT will continue to receive payments as usual and should not experience any disruption to payment processing.

Upcoming Information

Additional information about EFT enrollment through PaymentWorks, including implementation timelines and next steps for providers, will be shared in future Provider Bulletins.

Please share this information with appropriate staff within your organization. To stay informed about provider updates and announcements, encourage staff to visit: https://www.mnscha.org/providers/provider-news-updates/subscribe-to-provider-updates/

South Country appreciates your partnership and cooperation as we implement this enhanced process to improve efficiency, strengthen data security, and support our provider network.

South Country HEALTH ALLIANCE

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Questions?

If you have questions, please contact the Provider Contact Center at **1-888-633-4055 (toll free).**

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.