

## SUD BILLING CHANGE

3/8/2022

Effective April 1, 2022, all substance use disorder (SUD) treatment coordination and SUD comprehensive assessment claims must be billed on the 837P claim format in order to process appropriately. Any claims for these services billed with 837I claim format will need to be resubmitted for proper reimbursement to occur.

If you have any questions, please contact 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

Provider web portal issues

Authorization verification

Claim rejection guidance

Website questions

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.

