

CLAIM APPEAL UPDATE

2/9/2023

Electronic Provider Claim Appeal Submission Available on our Provider Portal

Have you noticed something new in the South Country Health Alliance Provider Portal? We are excited to announce a new feature for providers! We have gone green with our Provider claim appeal submissions. You are now able to submit electronic claim appeals directly to South Country within our Provider Portal by selecting the Tab **Forms & Resources** and click on **Provider Appeal Form**.

With this exciting new feature that will save time and the planet, South Country will be phasing out the mailing and faxing of paper appeals and transitioning to accept only electronic provider claim appeals. South Country will continue to accept both paper and electronic claim appeal submissions during this transition period.

Electronic appeals will become mandatory on April 1, 2023.

If you are not registered to use our Provider Portal, please go to <https://mnscha.org/> Select Provider at the top of the screen and click on Provider Portal and Authorizations. The information on the Provider Portal will be on the left side of the screen.

If you have any questions with this process, please call our Provider Contact Center.

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.

