

UPDATE TO COB CLAIMS PROCESS

6/21/2023

In accordance with MN Statute 256B.37 subd. 5a, South Country has implemented the following reimbursement change; Effective for claims processed on or after July 1, 2023, If South Country has secondary financial responsibility for covered services, South Country shall limit our reimbursement to the Provider to the lesser allowed amount from either the primary payer or South Country.

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.

