

NEW PA PLATFORM COMING 1/1/24

Effective January 1, 2024, South Country is transitioning to a new prior authorization platform.

Prescribers can expect an improved prior authorization experience that includes the potential for quicker response rates to their PA requests along with enhanced ePA capabilities and improved portal experience.

To submit electronically, please submit an Electronic Prior Authorization (ePA) through your Electronic Health Record (EHR) tool software, or you can submit through any of the following online portals:

- CoverMyMeds
- SureScripts

For support needs through the ePA Provider Portals, please contact CoverMyMeds at 1-866-452-5017 or Surescripts at 1-866-797-3239

For general prior authorization related questions on PAs, please contact PerformRx provider services at 1-866-935-8874 for Medicaid and 1-866-935-6681 for Medicare.

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.

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| 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.

