

8/1/2024

MFA IMPLEMENTED ON PORTAL

South Country Provider Portal Update: Two-Factor Authentication

To better protect South Country member data, we have implemented multifactor authentication (MFA) on our Provider Portal.

Please set up the MFA by clicking on the Profile icon after logging in. We highly encourage everyone to do so ASAP. Please reference [How to configure MFA on Provider Portal.pdf](#) for more information.

Starting on 9/9/2024, you will not be able to proceed past your login until you have configured your MFA.

For additional assistance or guidance on the information above, please see the resource below.

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.

