

IMPORTANT CHANGE EFFECTIVE 1/1/2025

12/16/24

Earlier this year, South Country Health Alliance's member/owner Kanabec county voted to withdraw their membership in South Country Health Alliance (SCHA), as of January 1, 2025. As a result of this decision SCHA will not be a plan option for qualifying individuals residing in Kanabec county for any of our current products: Medical Assistance (PMAP), MinnesotaCare, MSC+, SingleCare, SharedCare (both SNBC programs) and SeniorCare Complete (MSHO) and AbilityCare, both programs for dual eligible individuals. To ensure your 2025 claims are processed quickly and accurately, please advise your scheduling staff to verify new insurance coverage with patients previously enrolled with South Country Health Alliance.

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.

