

CFSS POLICY OFFERS BIWEEKLY OFFICE HOURS

CFSS policy staff offer CFSS provider agency biweekly office hours

Community First Services and Supports (CFSS) policy staff will hold biweekly office hours for CFSS provider agencies and personal care assistance (PCA) agency providers transitioning to CFSS. The office hours will focus on understanding CFSS program requirements and the information in Department of Human Services CFSS manuals. Note, this meeting is in addition to the [CFSS provider questions and answers sessions](#).

CFSS policy staff office hours will be held from 11 a.m. to noon on:

- Tuesday, Jan. 28, 2025
- Tuesday, Feb. 11, 2025
- Tuesday, Feb. 25, 2025
- Tuesday, March 11, 2025
- Tuesday, March 25, 2025

There is no fee to join the CFSS policy office hours. Click on [registration for CFSS provider agency office hours](#) to attend.

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
Authorization verification
Website questions

Provider web portal issues
Claim rejection guidance
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.