Bulletin/Update
3/27/2025

IMPORTANT PROVIDER PORTAL CHANGE

South Country's Provider Portal to Migrate from Self-Service to Provider-Managed Account Management

Starting on April 15, 2025, South Country Health Alliance (South Country) will require all providers to have at least one, up to a maximum of two, user(s) of South Country's Provider Portal designated as a provider portal administrator ("Provider Admin") for their organization. The Provider Admin is typically the Business Office Manager and/or Billing staff.

The Provider Admin(s) will be responsible for creating new user accounts and terminating user accounts for their organization. This represents a significant change to the current self-service process, where all provider staff can create their own accounts with a valid NPI/TIN combination.

South Country providers use our Provider Portal to access various features, including:

- Payment Search
- Claims Inquiry
- Claim Appeal
- Member Eligibility
- Direct message provider contact center
- Access Elderly Waiver service agreements
- Forms & Resources

You will be receiving further communication to identify who your Provider Admin(s) will be for your organization.

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.