

CLAIMS SUBMISSION ISSUE VIA AVAILITY CLEARINGHOUSE

ATTENTION PROVIDERS WHO USE AVAILITY CLEARINGHOUSE:

South Country has recently become aware of an issue with receiving claims submitted through the Availity Clearinghouse beginning May 29, 2025. South Country has escalated this issue with Availity, however a resolution has not yet been identified. If your organization relies on Availity as a clearinghouse, we encourage you to contact Availity directly for further clarification and resolution. Please feel free to reach out to the Provider Contact Center (PCC) at 888-633-4055 if you have any questions or need further guidance. We appreciate your patience and cooperation as we work to resolve this matter.

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

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General 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.

