

AVAILITY CLEARINGHOUSE ISSUE RESOLVED

ATTENTION PROVIDERS WHO USE AVAILITY CLEARINGHOUSE:

South Country is pleased to inform you that the issue with receiving claims submitted through Availity Clearinghouse has been resolved. Claims submitted through Availity have resumed as normal. Due to the backlog of claims from the past week, claims adjudication may take longer than usual. We appreciate your patience as we work diligently to process all submissions as quickly as possible. If you have any concerns or need further assistance, please feel free to contact the Provider Contact Center (PCC) at 888-633-4055.

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.

