

PCC CLOSED DECEMBER 24TH – DECEMBER 26TH

The South Country Health Alliance Provider Contact Center (PCC) will be closed starting at noon (12PM) Wednesday December 24th through Friday December 26th for the Holiday. The PCC will reopen on the next business day (12/29). Although you will be unable to speak to a PCC Specialist during this time, providers have the option to utilize our web portal, the DHS enrollment verification system for eligibility or the MN-ITS web portal. For detailed information, please go to www.mnscha.org and click on Providers> SCHA Provider Portals.

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.

