AUTHORIZATION WEB PAGE UPDATE

Important Update: Authorization Page on South Country Health Alliance Provider Website

We recently updated our provider website to improve navigation and usability. As part of this update, the **Authorizations** section has moved from the Provider Portal page to a new location on the website.

If you previously bookmarked the Authorizations page, you may now receive a **404 error** when attempting to access it due to the change in the web address (URL).

- Please find below the link to our new Authorization page -

Authorizations – South Country Health Alliance

- Please find below the link to our updated Provider Portal page - Provider Portal – South Country Health Alliance

- We recommend removing or updating any old bookmarks to avoid future access issues.

Thank you for your understanding as we continue to enhance our website experience. If you have any questions or need assistance locating information, please contact the Provider Contact Center (PCC) at 1-888-633-4055.

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.