

## SOUTH COUNTRY PRIOR AUTHORIZATION LOOKUP TOOL IS NOW LIVE

We're happy to share that our new Prior Authorization (PA) Lookup Tool is now live on the South Country Health Alliance website.

This tool allows providers to quickly determine whether a service requires prior authorization and easily access related authorization information. The goal is to help simplify the PA process.

The PA Lookup Tool can be found in the Provider section of our website under [Authorizations](#).

If you have questions or need assistance, please contact the Provider Contact Center 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

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.

