

CORRECTION TO “UPDATES TO DISCLOSURE OF PATIENT INFORMATION” COMMUNICATION

South Country Health Alliance (South Country) is issuing a **correction** to the previously distributed “Updates to Disclosure of Patient Information” communication, dated June 9, 2026, regarding 42 CFR Part 2 claim submission requirements.

Effective July 1, 2026, claims from Part 2 providers that do not meet these requirements will be rejected.

Due to character limitations within the NTE segment, the required claim note language has been updated.

Updated Claim Note Requirements:

When submitting claims that include Part 2-protected information for payment purposes, providers must include one of the following statements:

Claim Loop 2300, Segment NTE

- NTE01 = ADD
- NTE02 = Include one of the following:
 - “42 CFR Part 2 prohibits unauthorized use/disclosure – TPO on file”

OR

- “42 CFR Part 2 prohibits unauthorized use/disclosure <description of patient’s consent>”

If using the second option, replace “<description of patient’s consent>” with a brief description of:

- What information may be shared; and
- Who the information may be shared with





Bulletin/Update

Additional Information:

All other requirements outlined in the original bulletin remain unchanged, including:

- The requirement to include a Part 2 confidentiality notice; and
- Documentation of the patient's consent when disclosing Part 2-protected information.

If you have any questions, please contact the South Country Provider Contact Center at 1-888-633-4055 (toll free).

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.