

HOSPICE NOTIFICATION FORM REMINDER

Action Required: Hospice Agency **MUST** Submit Hospice Notification Form Upon Member Hospice Election

South Country Health Alliance (South Country) would like to remind hospice providers of the requirement to submit the [Hospice Notification Form \(#4735\)](#) when a South Country member elects hospice services.

Per the [South Country Provider Manual – Chapter 24 Home Health Care/ Hospice Services](#), the **elected hospice agency** is responsible for notifying South Country of a member's admission to hospice by submitting the completed [Hospice Notification Form \(#4735\)](#) within 24 hours of hospice admission. The hospice admission diagnosis is required on the form to support timely and accurate claims processing.

Important Reminder

The [Hospice Notification Form](#) **must** be completed and submitted by the **elected hospice agency**. South Country has received numerous forms that could **not** be used for processing because it was not completed by the required hospice agency. Other non-hospice providers involved in the member's care may not complete the form on behalf of the hospice agency.

Why This Matters

Claims for members in hospice may not be processed correctly when the Hospice Notification Form is missing or incomplete. Failure to submit the completed form can result in claim denials and payment delays until the form is received and processed by South Country.

Submission Requirements

- Submit the completed [Hospice Notification Form \(#4735\)](#) within 24 hours of hospice admission.
- Include all required information, including the hospice agency information and hospice admitting diagnosis.
- Fax the completed form to **1-888-633-4052**.





Bulletin/Update

Thank you for your partnership in helping ensure accurate claims processing and timely payment of services for South Country members.

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.