

## HHC ON FINAL PHASE OF EVV

12/13/2023

### **Home Health Care (HHC) are providers on the final phase of Electronic Visit Verifications (EVV) with HHAeXchange**

The final phase of EVV implementation launched Oct. 16, 2023. Minnesota Department of Human Services (DHS) will continue to operate EVV in a soft launch and not enforce claim denials and reversals in the beginning of 2024. DHS will communicate additional compliance steps to providers in 2024.

Please note that you might find some of the process with South Country Health Alliance (South Country) different from other Managed Care Organizations. Providers will need to create the patient in your portal. Once you create that patient, the system will match the patient you entered with the information loaded in the system. If the information you entered matches the information loaded in the system (meaning Medicaid ID, name, DOB are the same), the member will show up in your provider portal. If this is completed correctly, the provider will be able to see the authorization attached to that member.

Your first point of contact with EVV questions is HHAeXchange's [Client Support Portal](#). Refer to the [All required EVV service providers in Minnesota are live with EVV](#) eList announcement for more information. If you are unable to resolve your questions with the HHAeXchange's Client Support Portal, please call the South Country Provider Contact Center 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.

