

EVV COMPLIANCE EFFECTIVE SEPT. 1, 2024

Minnesota Department of Human Services (DHS) will begin enforcing Electronic Visit Verification (EVV) compliance effective Sept. 1, 2024, for all providers who provide services that require the use of EVV. DHS will start reviewing all providers' EVV usage on Sept. 1, 2024.

Providers who render services that require the use of EVV and have not yet enrolled with HHAExchange (HHAX), must enroll now. Providers must enroll with HHAX even if they had elected to use a third-party EVV system. Please contact HHAX through the [HHAX Client Support Portal](#) for questions about enrolling or connecting third-party EVV systems.

DHS sent out a memo to providers' MN-ITS mailboxes on July 1, 2024, which included information for EVV enrollment and compliance. Refer to the [DHS Electronic visit verification](#) webpage for more information about EVV. Refer to the DHS [Electronic visit verification compliance policy webpage](#) for more information about EVV compliance.

For additional assistance or guidance on the information above, please see the resource below.

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.

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| 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.

