

HHA PROVIDERS MUST COMPLETE ENROLLMENT FORM

10/2/2023

South Country Health Alliance Home Health Agency (HHA) providers must immediately complete enrollment form

HHA providers will start using their chosen electronic visit verification (EVV) system beginning Oct. 16, 2023. HHA Providers must submit the [Minnesota DHS Home Health HHAeXchange Provider Enrollment Form](#) before the EVV system launches. Please submit the [Minnesota DHS Home Health HHAeXchange Provider Enrollment Form](#) immediately if you have not already done so. The enrollment form establishes an HHAX portal for your organization. You will receive an HHAX portal regardless of your chosen EVV system.

New or existing providers with HHAX in Minnesota must complete the enrollment form. If you work with multiple managed care organizations, you only need to complete the enrollment form once.

Additionally, HHAX offers system user trainings for providers required to use EVV and you must complete the enrollment form to receive registration information.

Refer to the following resources for more information about EVV implementation.

- [Electronic visit verification webpage](#), home health tab
- [HHAX Minnesota EVV Provider Information Center webpage](#), Minnesota Home Health section

Note, you can disregard this message if you provide private duty nursing services.

Contact the EVV team using the online [DSD Contact Form](#) with questions.

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.