

## PCA PROVIDERS ARE ON FINAL PHASE OF EVV WITH HHAEXCHANGE

12/13/2023

### Personal Care Assistant (PCA) providers are 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.

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 Health Alliance 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.

