

EVV COMPLIANCE BEGINS 9/1/24 ONBOARDING OFFERED

7/31/2024

Electronic visit verification (EVV) compliance begins Sept. 1; and onboarding sessions offered

Minnesota Department of Human Services (DHS) will enforce EVV compliance effective Sept. 1, 2024, for all providers, regardless of payer, including financial management services (FMS) agencies and managed care organizations (MCOs). DHS will make this change to align with the end the EVV soft launch phase.

EVV provider onboarding and additional training sessions

DHS and HHAExchange (HHAX) will host an EVV onboarding session for providers who have not started to use EVV or need a refresher about EVV. The session will cover:

- What EVV is
- Required services
- HHAX onboarding steps

The provider onboarding session held via Zoom is free and is scheduled from 1 - 2 p.m. Wednesday, Aug. 7. Go to the [HHAExchange and MN DHS EVV Townhall](#) webpage to register.

DHS and HHAX plan to host an additional training session for providers who have already completed the onboarding process. The session will cover:

- DHS EVV requirements and policies
- Functions within the HHAX system
- Connections to third-party EVV systems

DHS will share more information about the session before Sept. 1, 2024. Use the [HHAX Client Portal](#) if there are any questions about enrollment and third-party EVV systems.

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.

Member benefit coverage
Authorization verification
Website questions

Provider web portal issues
Claim rejection guidance
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.