

ELECTRONIC VISIT VERIFICATION COMPLIANCE REQUIREMENTS UPDATE

In January 2026, the Minnesota Department of Human Services (DHS) will review provider electronic visit verification (EVV) data to ensure EVV complies with federal and state requirements. Providers required to use EVV by the [21st Century Cures Act \(PDF\)](#) must enroll with HHAeXchange (HHAX) regardless of their chosen EVV system or payer. Providers are required to submit all EVV visit data through HHAX, including visits that are not fully compliant.

EVV compliance timeline

- Providers must meet at least 50% of EVV compliance for all visits billed after Jan. 1, 2026.
- Providers must meet at least 80% of EVV compliance for all visits billed after July 1, 2026.

Corrective actions

A notice of corrective action may include the following:

- an increase in the rate of compliance by a specified deadline,
- the requirement for the provider to submit a written plan to DHS outlining how compliance will be improved, or
- the requirement for the provider to meet with DHS to review performance and discuss next steps.

If a provider does not respond to the notice of corrective action, or fails to make the required improvements, DHS may take additional enforcement action. This could include recovering payments that have already been issued or withholding future payments until the provider demonstrates compliance.

Providers required to use EVV can review the [AASD and DSD eList announcement - EVV compliance requirements](#) for more information on compliance, provider responsibilities and potential corrective actions.





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Provider support

DHS is committed to helping providers prepare for and meet EVV compliance requirements. DHS will share additional resources when they are available, including the following:

- Update to the EVV Policy Manual,
- Office hour sessions that allow providers to learn more about compliance and ask questions,
- HHAX training opportunities and events,
- Resources to help providers monitor and improve compliance.

Visit the [Electronic visit verification](#) webpage for more information about EVV. Refer to HHAX's [Minnesota Provider Information Center](#) webpage for more information about HHAX in Minnesota. Call the MHCP Provider Resource Center with any questions about this message at 651-431- 2700 or 800-366-5411.

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

Claims billing and processing guidelines

Remittance adjustment code details and payment information

Provider web portal issues

Claim rejection guidance

General 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



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questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.