

ELECTRONIC VISIT VERIFICATION COMPLIANCE AND ENFORCEMENT

The Minnesota Department of Human Services (DHS) began enforcing electronic visit verification (EVV) compliance thresholds on Jan. 1, 2026.

Beginning July 1, 2026, Minnesota providers must maintain 80% EVV compliance.

Each month, providers receive a compliance report from HHAeXchange that reflects the previous month's performance. DHS also uses this data to monitor compliance. Providers are expected to review the report and make corrections before corrective actions are required. Providers who do not meet compliance thresholds will receive corrective action notices in their **PRVLTR** folder in their [MN-ITS mailbox](#).

How to Maintain Strong EVV Compliance:

- ➔ Monitor compliance across all NPIs and UMPIs associated with your agency
- ➔ Review EVV reports regularly to identify exceptions (you can find these in your Provider Portal)
- ➔ Correct visit issues before they impact compliance
- ➔ Support your caregivers with EVV training

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





Bulletin/Update

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.