

## SAVE THE DATE - EVV MADE SIMPLE

### Save the date!

When Electronic Visit Verification (EVV) issues pile up, they can prevent you from meeting your compliance goals, create extra work for your team, and cause billing delays, and *no one* likes billing delays.

And that's what [EVV Made Simple on July 9, 2026, at 2:00 PM ET](#) is going to help you prevent!

HHaEXchange has a whole virtual training session ready to help you improve your workflows, avoid delays, and meet your state's requirements.

#### [Save My Seat!](#)

- By the end of this session, you'll be ready to:
- Identify common EVV compliance issues
- Understand why visits become non-compliant
- Prevent issues before they impact billing
- Resolve common exceptions more efficiently
- Use compliance reporting to monitor performance

You'll also see how to use HHaEXchange tools like ours to support your day-to-day EVV workflow, including the mobile app, IVR, Offline Mode, visit confirmation, and reporting.

**Ready to get started? Register now by clicking "Save My Seat!" link above.**

### 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

Provider web portal issues  
Claim rejection guidance





## Bulletin/Update

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.