

EVV COMPLIANCE UPDATES AND REMINDERS

The Minnesota Department of Human Services (DHS) will determine quarter 2 electronic visit verification (EVV) compliance in July using the EVV data providers submitted for services provided from April–June 2026. Providers that do not meet compliance requirements will receive a corrective action letter in their MN–ITS mailbox. DHS will send the letters to all mailboxes associated with the provider’s Tax ID.

Monthly compliance reports schedule change

Beginning July 2026, HHAeXchange (HHAX) will send monthly EVV compliance reports on the 15th of each month, instead of the 25th. This allows providers more time to review their compliance status and resolve issues before the end of each quarter.

Providers must submit all EVV data by the 14th of each month to be included in the monthly EVV compliance report. DHS uses the monthly report each quarter to determine provider compliance and will not re-evaluate compliance based on EVV data submitted after the 15th of each month.

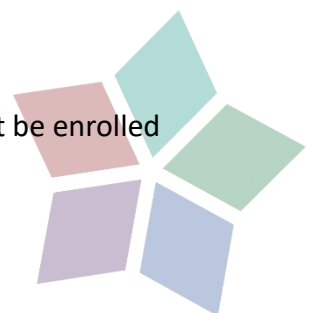
Provider reminder

Providers must regularly review their EVV enrollment and compliance information, including:

- *EVV enrollment:* Verify that all required providers’ NPIs or UMPIs are enrolled with HHAX.
- *Provider identifiers:* Ensure your Tax ID, NPI, and UMPI information is accurate and matches your Minnesota Health Care Program (MHCP) enrollment records.
- *Monthly compliance reports:* Review reports each month to identify issues that may affect compliance.
- *EVV visit data:* Submit all required EVV visits, including visits that do not meet EVV requirements.
- *Outstanding issues:* Resolve enrollment or EVV data issues promptly instead of waiting until the end of the quarter.

Provider identifiers subject to EVV enrollment

Providers that have billed for EVV-required services within the past 12 months must be enrolled





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with HHAX. If an NPI/UMPI is no longer used for EVV-required services, providers must terminate the associated MHCP enrollment record and update HHAX enrollment accordingly. Provider identifiers remain subject to EVV enrollment requirements until both MHCP and HHAX records have been updated. Use the following links to complete these processes.

- [Terminate MHCP Enrollment Record](#)
- [HHAeXchange Client Support Portal](#)

Additional services will become subject to EVV

Beginning July 2026, additional MHCP services will become subject to EVV requirements. DHS will provide additional guidance and implementation timelines before providers enroll with HHAX for EVV. Providers **must not** enroll with HHAX for these services until DHS announces the enrollment instructions.

Review the Aging and Adult Services and Disability Services Divisions (DSD) eList announcement, [EVV compliance updates and provider reminders](#), for more information and links to additional resources.

Use the [DSD Contact Form](#) if you have questions about this message.

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



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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.