

EVV NO ACTIVITY PROVIDER COMPLIANCE

The [21st Century Cures Act \(PDF\)](#), Section 12006(a), requires providers of all Medicaid personal care services, some waiver services, and home health services to use electronic visit verification (EVV) to document that people are receiving the services that are billed to the state.

As of Sept. 1, 2024, DHS is actively enforcing EVV compliance for all providers including financial management service (FMS) providers and managed care organizations (MCOs). If your agency has one or more EVV offices configured with HHAExchange (HHAX) but has not yet started using EVV and or are out of compliance. **You must begin using your chosen EVV system.**

You must take the following immediate action: Complete the following steps to begin using EVV regardless of payer or EVV system.

Note: Providers using a third party EVV vendor must ensure their chosen EVV system is successfully integrated with HHAX.

1. Log in to the HHAX provider portal and set up your office information.
 - a. DHS sent the login credentials using the email address listed on your provider agency's EVV enrollment form. For assistance, submit a ticket using the [HHAExchange Client Support Portal](#).
2. Confirm in HHAX that your agency can see your member and authorization data.
 - a. Some services authorized by MCOs do not require authorization. Review [Auto-Placement by Service Code](#) for more information. Contact [HHAExchange Client Support Portal](#) to resolve missing members or authorizations.
3. Confirm, enter, or import your caregiver information in your chosen EVV system and HHAX.
4. Caregivers use EVV to clock in and out for visits.
5. Providers manage and confirm EVV visits using the HHAX provider portal or third party EVV system.

Failure to meet EVV requirements

If your provider agency fails to complete the required actions outlined in this letter, DHS will take steps to enforce compliance. DHS reserves the right to stop payments for provider agencies that do not comply with EVV requirements.



For more information about EVV compliance, refer to [EVV verification methods policy](#) in the Community-Based Services Manual.

If you believe you received this notice in error or have additional questions, contact DHS using the [DSD Contact Form](#).

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	Provider web portal issues
Authorization verification	Claim rejection guidance
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.