

## EVV THIRD PARTY PROVIDER LUNCH & LEARN

### HHAEExchange EVV Third Party Provider Lunch & Learn Sessions

HHAEExchange is hosting two (2) lunch & learn sessions specifically for Third Party Providers. Third Party Providers are those that use different software, other than HHAEExchange, to capture Electronic Visit Verification (EVV) data. Those Providers transmit their completed EVV data to HHAEExchange to be aggregated for state reporting. Below are the registration links.

EDI Provider Lunch & Learn Registration Links:

- [Monday, April 28: 12:00 - 1:00pm](#)
- [Wednesday, May 7: 12:00 - 1:00pm](#)

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

