

TRAINING AVAILABLE FOR ELECTRONIC VISIT VERIFICATION COMPLIANCE

[HHAeXchange](#) is hosting two training sessions to help providers meet the new electronic visit verification (EVV) compliance thresholds effective Jan. 1, 2026. These sessions are open to all providers, regardless of the EVV system they use.

Session 1: Getting Caught Up with EVV

Reviews EVV basics and provides guidance for providers who have not started using EVV yet. The training will cover getting started with EVV, tracking the onboarding process, understanding provider identifiers and steps to integrate third-party vendors with HHAeXchange.

- Date: Oct. 23, 2025
- Time: 2:30 p.m. CST
- Registration: [Link to register](#)

Session 2: Boost Your EVV Compliance

Offers practical tips and strategies for providers to improve EVV compliance. This training will cover compliance reporting, preparing caregivers for compliance and the Self-Service Resource review for providers who have already begun using EVV.

- Date: Nov. 5, 2025
- Time: 2 p.m. CST
- Registration: [Link to register](#)

Use the [Client Support Portal](#) to contact HHAeXchange if you have questions about these trainings. Use the [DSD Contact Form](#) to submit questions you have about this message.





Bulletin/Update

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.