

ELECTRONIC VISIT VERIFICATION COMPLIANCE AND ENFORCEMENT NOW IN EFFECT

The Minnesota Department of Human Services began enforcing electronic visit verification (EVV) compliance thresholds on Jan. 1, 2026.

Providers are expected to meet the compliance thresholds of at least:

- 50% beginning Jan. 1, 2026, and
- 80% beginning July 1, 2026

The Department of Human Services (DHS) and providers receive a compliance report from HHAeXchange around the 25th of each month. This report shows providers' performance from the previous month. The DHS uses this data to review compliance. Providers are expected to review the report and make corrections before corrective actions are required. Providers who do not meet compliance thresholds will receive corrective action notices in their **PRVLTR** folder in their [MN-ITS mailbox](#).

Providers are responsible for monitoring their own compliance performance for each tax ID and all national provider identifiers and unique Minnesota provider identifiers associated with their agencies that are required to submit EVV data.

Providers may review the [EVV compliance policy](#) and the [March 3, 2026 elist announcement](#) for an update on compliance monitoring and enforcement.

For more information about EVV, refer to the [Electronic visit verification](#) webpage. Use the [DSD Contact Form \(DHS-8168-ENG\)](#) to submit questions about this message.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.





Bulletin/Update

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.