

Electronic Visit Verification (EVV)

Stakeholder Session Q&A

JANUARY 16, 2024

Q: We have never received authorizations for LPN vs RN. There is no difference in reimbursement rates. How are we to go about this?

A: Providers should request the authorization based on the clinical level of the provider which has been identified in the Plan of Care for client/member. If the provider intends to send an LPN, the provider should submit a request for the LPN service. The LPN and RN codes should not be used interchangeably, the scope of their license is different.

Q: How is this managed with contract staff? For example, we contract out for PT/OT that are not on our software so each visit would be a manual reason code.

A: All home health care services requiring an in-home visit require EVV. The contractor is still subject to the EVV requirement. It is encouraged the provider engage in EVV either via the CareBridge solution or through a third-party which is integrated with CareBridge.

Q: What are CareBridge's requirements to keep claims data on behalf of providers for purposes of audit? As we move forward, how do we obtain copies of claims CareBridge has submitted to the Managed Care Organizations (MCOs) for purposes of audit?

A: Information on claims history can be found within the [online CareBridge resources site](#)¹.

Q: If we are still not seeing authorizations or members in CareBridge, how do we resolve this?

A: Please contact the [\(MCO\)](#)² for the affected member(s).

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: iaproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>

¹ <https://carebridgehealth.zendesk.com/hc/en-us/articles/4406621064983-Payers-Video-Library>

² <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services>

Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>

Q: How can we change the time once the visit is scheduled prior to the nurse going?

A: For CareBridge users, this is outlined on page 29 in the [provider manual available on CareBridge's resources site](#)³.

Q: As a third-party vendor, is the expectation that the check-in and check-out addresses are a patient associated address or the actual address where the visit is taking place?

A: Addresses associated with the member can be added to CareBridge.

Q: Is 25 percent the manual entry maximum?

A: During implementation, it is expected that providers will have higher than expected manual entries due to training needed. Manual entries are expected to be the exception not the rule. 25 percent is a threshold which will decrease over time as compliance rates increase. Zero percent is the goal, however, it is expected there may be times when manual entries are needed. The manual entries will need to have explanation of why it is manual for audit purposes.

Q: Is there a plan to change the EVV program ID from the current IA_AGP to something different due to Amerigroup rebranding to Wellpoint?

A: Currently, there is no plan to change. There will be communication if change is expected.

Q: Do we still submit an authorization request for services?

A: Yes. Nothing has changed regarding need for authorization requests.

³ https://carebridgehealth.zendesk.com/hc/article_attachments/7434437510039