



CAREBRIDGE

## IA Stakeholder Session

Iowa Home Health Services EVV 837i Claim Changes

June 27, 2024



# Agenda

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- Project Overview
- Upcoming Claiming Element Changes
- Communication & Training
- Resources & Takeaways
- Questions

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# Historical Overview

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- CareBridge is the EVV and data aggregation solution selected by IA health plans to support IA Home and Community Based Services (HCBS) and Home Health providers in complying with the EVV requirements of the 21st Century Cures Act
- As guideposts of the implementation design, we strive to serve providers by **reducing administrative burden, streamlining the billing process, and ensuring the accuracy of claims information and the timeliness of claims payment**
- To achieve these objectives, we agreed with our MCO partners on certain fields that would be pre-populated in the EVV system. By pre-populating fields such as date, time, and service type we can help **minimize both provider manual data entry and manual data errors**, which can lead to claim rejections or delays in reimbursement
- In response to recent feedback from a few providers, CareBridge **aligned with MCO partners and Iowa Medicaid on changes to the EVV system design that will give all providers the ability to set static or dynamic values** for the following data fields used for claiming Home Health Services on an institutional claim (which have previously been pre-populated):
  - Attending Provider
  - Referring Provider
  - Facility Type Code
  - Claim Frequency Code for Initial Claims
  - Patient Status Code
  - Admission Date / Patient Certification
  - Condition Codes
  - Value Codes

# Presentation Objectives

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To implement these changes, IA Medicaid, MCOs, and CareBridge are all committed to keeping providers up-to-date on timing, milestones, training, and key next steps. Therefore, the **objectives of this presentation** are to:

- Outline the **project plan, timing, and key dates** for providers and third-party vendors to know about
- Provide **more details** about which specific **data elements** are changing
- Inform providers about **communication and training channels**
- Provide **resources to providers and third-party vendors** to be prepared for the changes

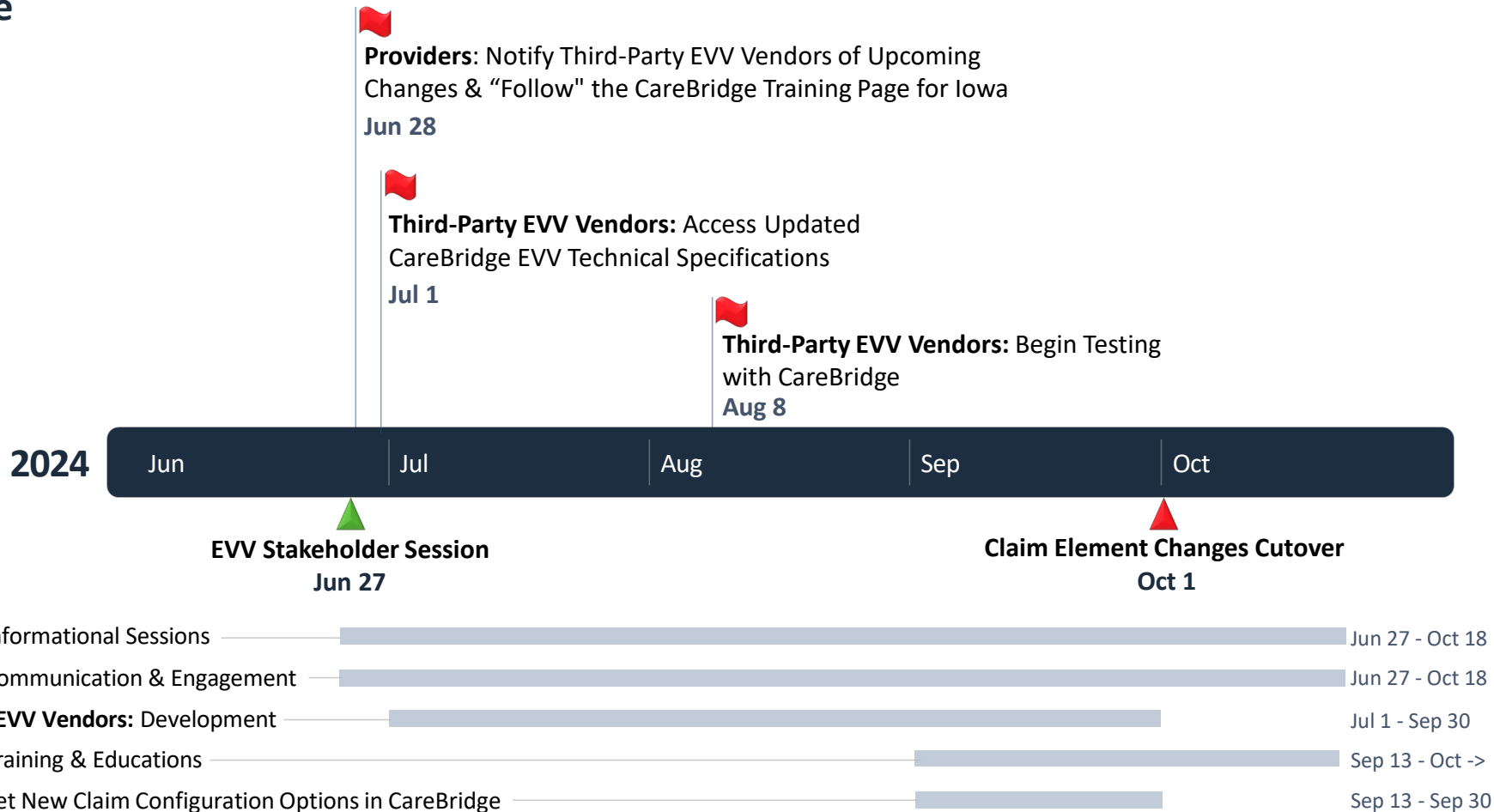
By the end of this presentation, providers should have the necessary background to:

1. **Stay informed** about changes, timing, and milestones, and plan to **attend training**
2. Plan to **involve Third-Party EVV system vendors**, as necessary
3. Know where to **provide feedback and seek support**

# Timeline & Critical Activities

The timeline below outlines the **critical** activities and actions for **Providers** and **Third-Party EVV Vendors** over the next 3 months.

## Timeline



# Project Plan Key Dates

Provider Communications & Training	Audience	Date
<b>Communication Begins:</b> Description & Announcement of Changes	Providers	6/27
<b>Notification:</b> Technical Specifications for Third-party EVV vendors will be published	Third-party EVV Vendors	7/1
<b>Notification:</b> First Training Announcement – MCO Direct Provider Outreach, Iowa Medicaid	Providers	8/1
<b>Training Posted:</b> Covers managing claim element setting options	Providers	9/13
<b>Claim Element Cutover Date:</b> All providers must have configuration set in CareBridge & Third-party EVV vendors need to be sending necessary claim elements	Providers & Third-party EVV Vendors	10/1

In addition to these key dates, CareBridge is available to collaborate directly with providers and third-party EVV system vendors to troubleshoot and resolve specific issues.

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# Iowa HHS 837i EVV Claim Requirement Changes

Providers will have the ability to set static or dynamic values for the following data fields used for claiming Home Health Services on an institutional claim (which have previously been pre-populated):

Category	Solution
<b>Attending Provider</b>	Providers will have the option to manually enter information about the <b>Attending Provider</b>
<b>Referring Provider</b>	Providers will have the option to manually enter information about the <b>Referring Provider</b>
<b>Facility Type Code</b>	Allow providers the option to manually enter <b>Facility Type Code</b>
<b>Claim Frequency Code for Initial Claims</b>	Allow providers the option to manually enter <b>Claim Frequency Code</b> (for initial claim submissions)
<b>Patient Status Code</b>	Allow providers the option to manually enter <b>Patient Status Code</b>
<b>Admission Date/Patient Certification</b>	Allow provider the option to manually enter <b>Admission Date / Patient Certification</b>
<b>Condition Codes</b>	Allow providers the option to manually enter <b>Condition Codes</b>
<b>Value Codes</b>	Allow providers the option to manually enter <b>Value Codes</b>

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# Communication & Training Channels

As part of this process, CareBridge, the MCOs, and IA Medicaid will leverage **several communication and training channels** to ensure that **all providers are aware of and prepared for the upcoming updates** to claim elements.

Communication Channels	Training Channels
<ul style="list-style-type: none"><li>• <b>CareBridge EVV Training &amp; Resource Site Announcements:</b> For documentation, FAQs, support materials, and interactive tutorial resources</li><li>• <b>MCO System Configuration Update Pages:</b> For providing information related to the impending changes</li><li>• <b>Iowa Medicaid Informational Letters &amp; Notifications:</b> For formal announcements, updates, and detailed instructions</li><li>• <b>MCO Direct Provider Outreach:</b> For reminders, letters, and direct communication with their network of providers</li><li>• <b>MCO &amp; CareBridge Direct Outreach:</b> For personalized outreach and working sessions with a trusted resource</li><li>• <b>CareBridge Support Center &amp; Provider Success Teams:</b> For direct assistance and troubleshooting</li></ul>	<ul style="list-style-type: none"><li>• <b>Interactive EVV Training and Resource Site, MCO System Configuration Update Pages, IA Medicaid Informational Resource Site:</b> Centralizes all training materials and support resources in one place</li><li>• <b>Step-by-Step Video Tutorials:</b> Provide visual and practical instructions for the changes</li><li>• <b>Comprehensive User Guides and Manuals:</b> Serve as thorough reference materials for providers</li><li>• <b>FAQs and Knowledge Base Articles:</b> Provide quick answers and solutions to common questions and challenges</li><li>• <b>Recorded Training Video:</b> Allow providers to access key information on their own timeline</li></ul>

# Communication & Training Key Messages

**Communication** and **training** will keep providers updated on critical milestones while ensuring that both providers and third-party vendors have the information and resources necessary to make system and process changes, as needed.

Communication Key Messages	Training Key Messages
<ul style="list-style-type: none"><li>• <b>Announcement:</b> What the changes are, why they are being made, and how they will benefit providers</li><li>• <b>Timeline:</b> Key dates for development completion, training sessions, and launch date expectations</li><li>• <b>Compliance and Requirements:</b> Any new compliance requirements and the provider action to meet them</li><li>• <b>Training and Support:</b> Available resources, training schedule, and how to access support</li></ul>	<ul style="list-style-type: none"><li>• Ensure providers <b>are fully informed</b> about the changes to the claiming process and understand the <b>importance of compliance</b></li><li>• Encourage <b>participation</b> and <b>engagement</b> with training opportunities</li><li>• Highlight the <b>availability</b> of training materials</li><li>• Direct providers to a <b>centralized repository</b> of training materials</li></ul>

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# Resources

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## Iowa Quick Links

[Resource Library Home Page](#): The landing page for the CareBridge Resource Library - here you have access to the information and resources available for CareBridge and Third-Party EVV users.

[CareBridge Iowa State Page](#): The CareBridge Iowa state page houses training documents and videos for multiple user categories including Agency Caregivers, CCO Caregivers, ICDAC Caregivers, Provider Agencies, Payer Agencies, and Members.

[Provider Training Registration](#): Direct location for on demand training for provider agencies

[CCO Training Registration](#): Direct location for on demand training for CCO caregivers and their members.

[ICDAC Training Registration](#): Direct location for on demand training for ICDAC caregivers and their members.

**To ensure you have the latest training materials and documentation from CareBridge, follow these next steps to access and subscribe to updates from the Resource Library. Please also share this information with third-party EVV system vendors to ensure effective integrations.**

# “Follow” Critical Resources

## 1.) Visit the CareBridge Resource Library

- Click [here](#) for direct access and select “Sign In”

CAREBRIDGE

Submit a request Sign in

What do you need help with? Search

Find Your State Learn More About CareBridge

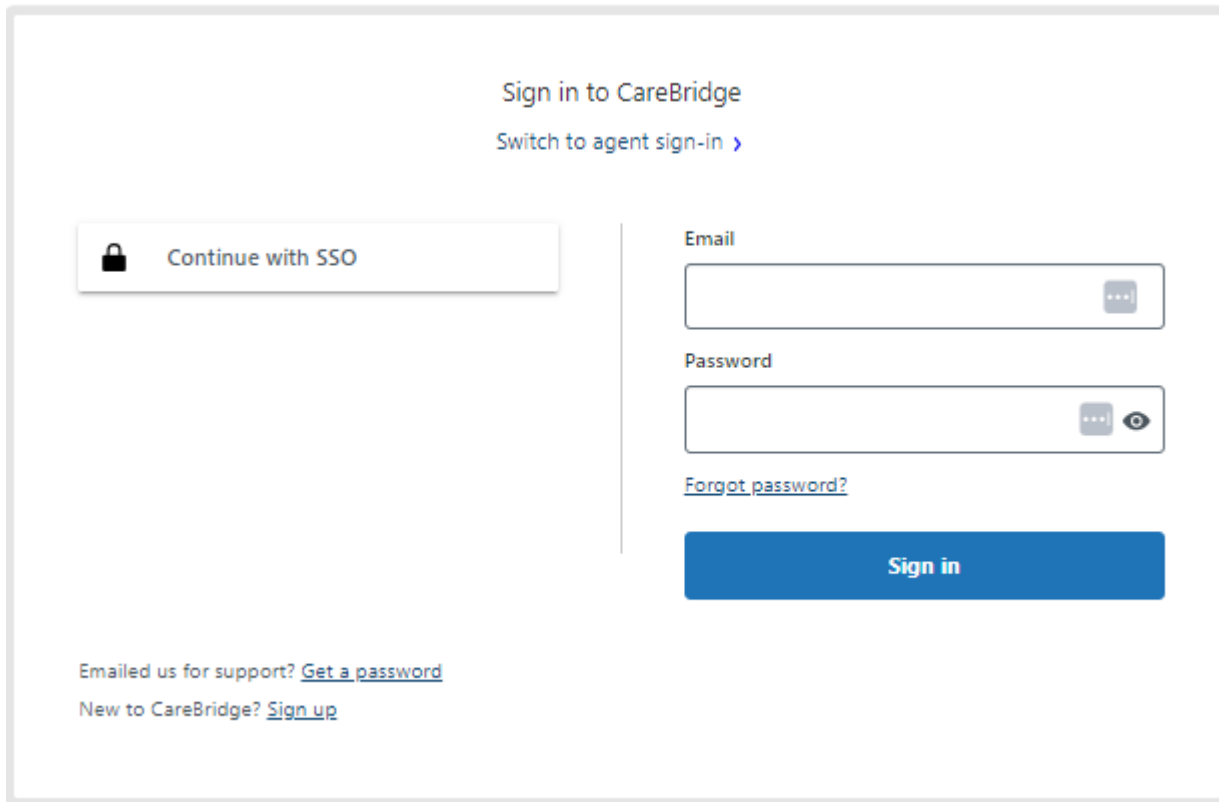
ARKANSAS IOWA NEW JERSEY TENNESSEE

NORTH CAROLINA WYOMING CareBridge EVV Data Integration CareBridge Updates

# “Follow” Critical Resources

## 2.) Sign In or Create an Account

- If you already have an account, sign in using your credentials.
- If you do not have an account, create one by following the registration instructions on the sign-in page.



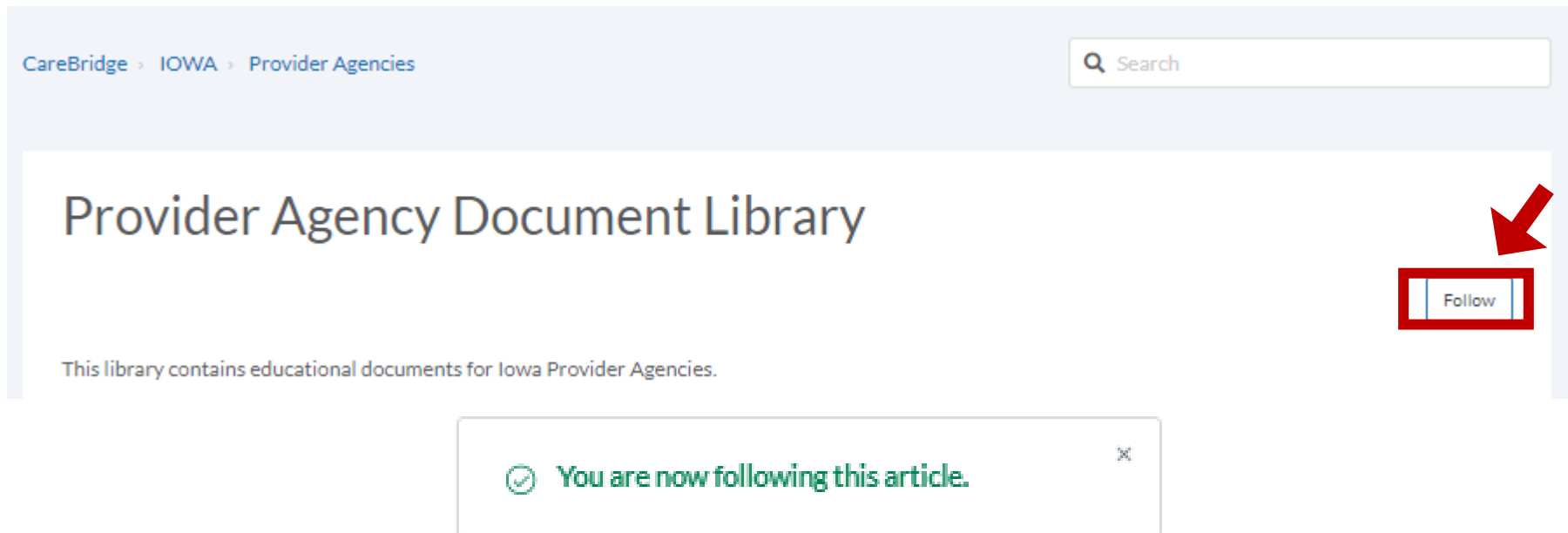
The screenshot shows the CareBridge sign-in interface. At the top, it says "Sign in to CareBridge" with a link to "Switch to agent sign-in". On the left, there is a button labeled "Continue with SSO" with a lock icon. On the right, there are two input fields: "Email" and "Password", each with a dropdown menu icon. Below the password field is a link for "Forgot password?". A blue "Sign in" button is positioned below the password field. At the bottom left, there are two links: "Emailed us for support? Get a password" and "New to CareBridge? Sign up".



# “Follow” Critical Resources

## 3.) Access the Resource Library Section

- Once logged in, browse to the section of the Resource Library that contains the materials you need.
- Click on the “Follow” button next to the resource or section you are interested in.
- To confirm you are following, look for a message that says, “You are now following this article.”
- As new information is added to the sections you are following, you will automatically receive email notifications, ensuring you are always up-to-date.



CareBridge > IOWA > Provider Agencies

Search

## Provider Agency Document Library

This library contains educational documents for Iowa Provider Agencies.

**Follow**

✔ You are now following this article.

# Points of Contact

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Please reach out to your health plan partners re: billing, claims, units authorized:

## **Wellpoint of Iowa:**

- Phone: 1-800-731-2134
- Email: [ProvidersolutionsIA@wellpoint.com](mailto:ProvidersolutionsIA@wellpoint.com)

## **Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [itc\\_evv@IowaTotalCare.com](mailto:itc_evv@IowaTotalCare.com)

## **Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)

Please reach out to **CareBridge Support**, for example re: EVV Vendor Setup, pre-billing alerts:

- Email: [iaevv@carebridgehealth.com](mailto:iaevv@carebridgehealth.com)
- Toll-free: 1-844-343-3653

Third Party EVV Integration, for example re: pre-billing alerts:

- Email: [evvintegrationsupport@carebridgehealth.com](mailto:evvintegrationsupport@carebridgehealth.com)
- Toll-free: 1-844-920-0989

# Key Takeaways

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## 1. Stay Informed and Attend Training:

- Regular Updates: Check the Iowa Medicaid EVV page, watch for communications from the MCOs, and follow CareBridge EVV resource and training articles for the latest information and update
- Read all Communications & Training Materials: Ensure you carefully read all communications regarding the upcoming changes to the EVV system as important updates, instructions, and training materials will be conveyed through these communications
- Attend Informational Sessions & Stakeholder Calls: These sessions are crucial to understand the new processes and ensure compliance

## 2. Involve Third-Party EVV Systems:

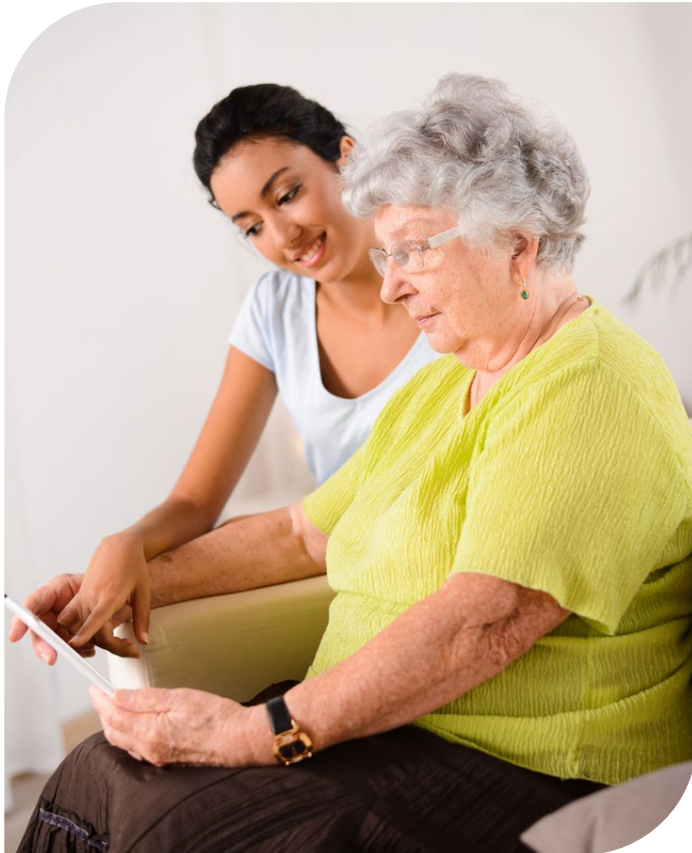
- Communicate with **YOUR** EVV Vendor: Inform your Third-Party EVV Vendors about the forthcoming changes to ensure they are aware and prepared to make necessary adjustments
- Vendor Coordination: Coordinate with your EVV Vendors to schedule any required updates or system modifications well in advance of the implementation date
- Vendor Testing: Ask your EVV Vendor to complete testing to ensure a smooth transition

## 3. Feedback and Support:

- Provide Feedback: Share your feedback and any challenges you face during this transition period as your input is valuable and can help improve the process
- Seek Support: Reach out to the CareBridge Support Team if you have any questions. We are here to assist you through this transition
- Troubleshooting: Reach out to CareBridge with any questions that you or your Third-Party EVV vendor may have about the upcoming changes. Request time with CareBridge to work one-on-one through your specific challenges

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Questions