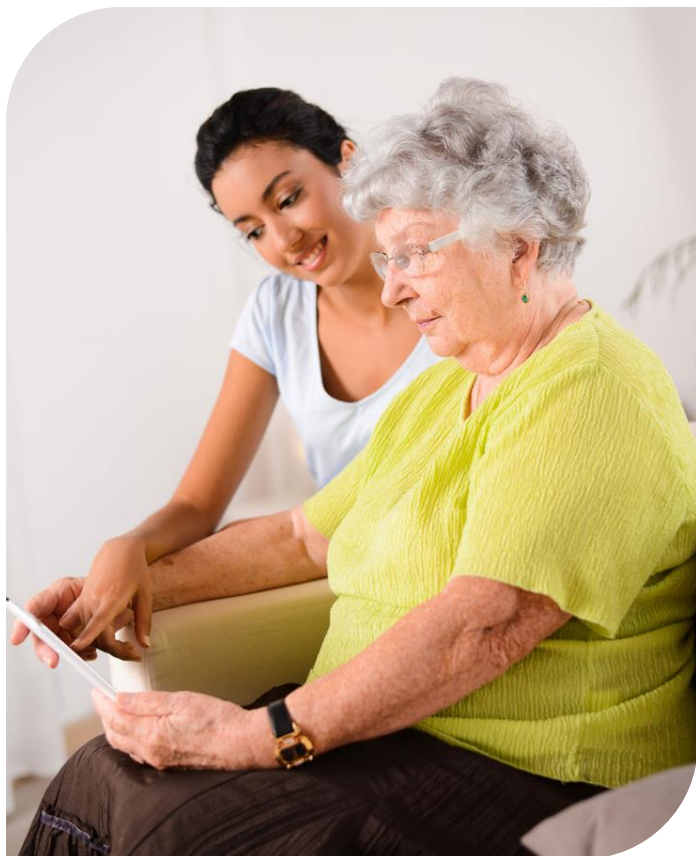# IA Stakeholder Session

Iowa Home Health Services EVV 837i Claim Changes
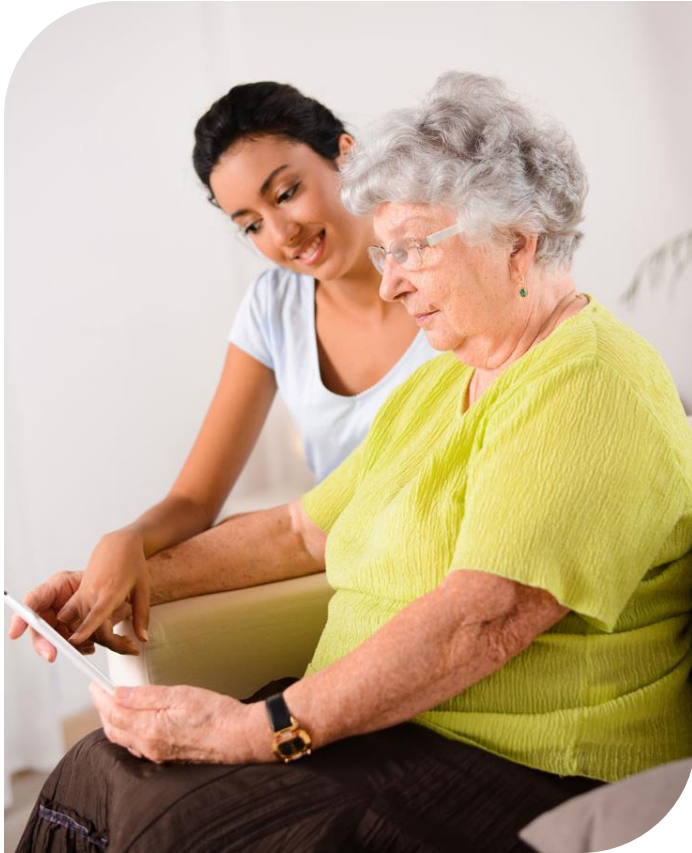
July 30, 2024

Agenda

- Project Overview & Timeline

- Provider Actions

- Frequently Asked Questions & Answers

- Resources & Takeaways Tutorial

- Questions

Agenda

- Project Overview & Timeline

- Provider Actions

- Frequently Asked Questions & Answers

- Resources & Takeaways Tutorial

- Questions

Historical Overview

- 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

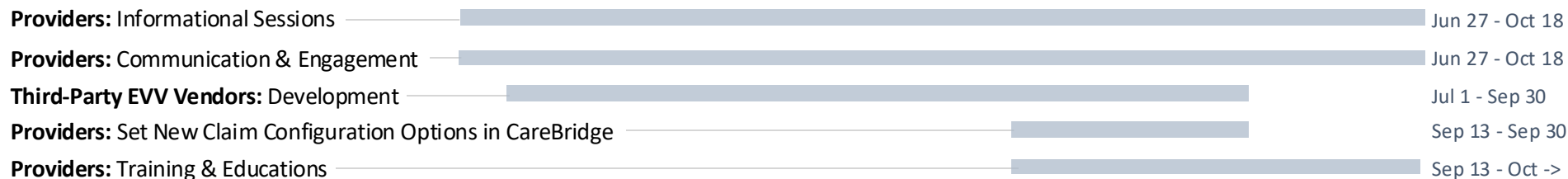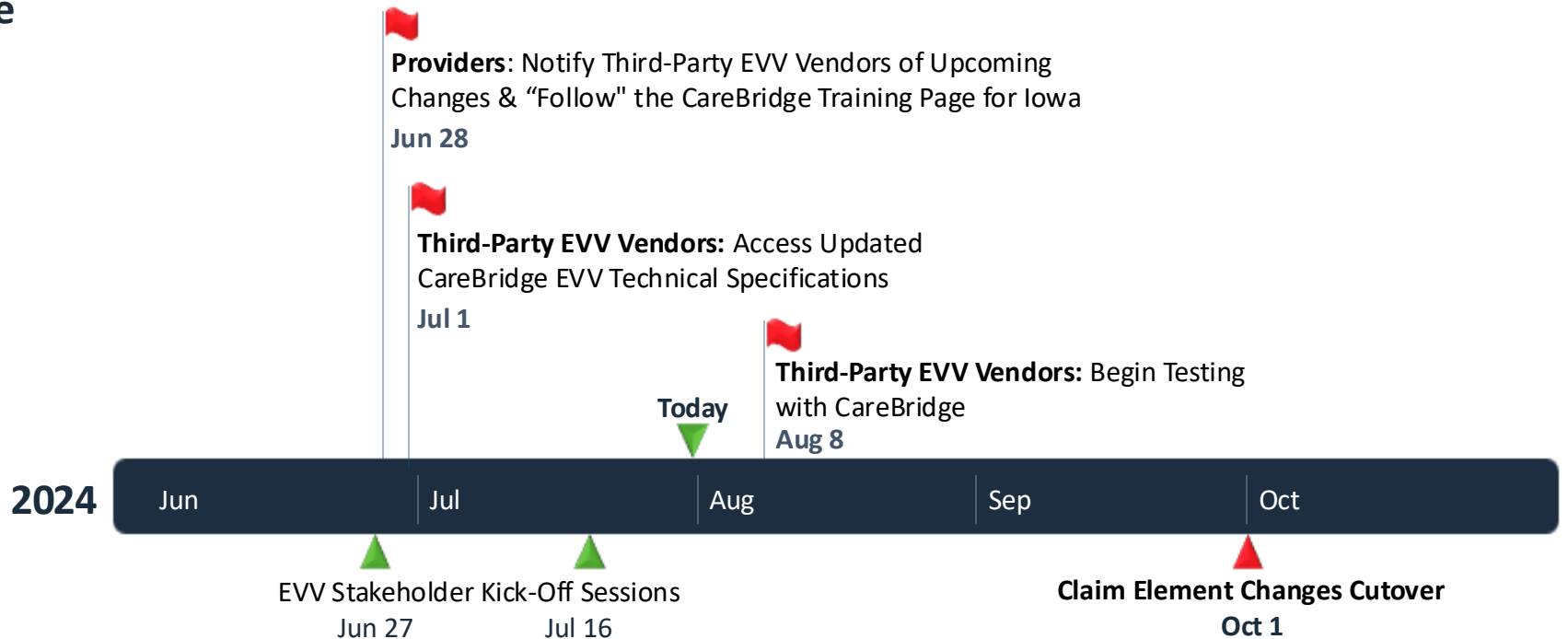# Iowa HHS 837i EVV Claim Requirement Changes

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):

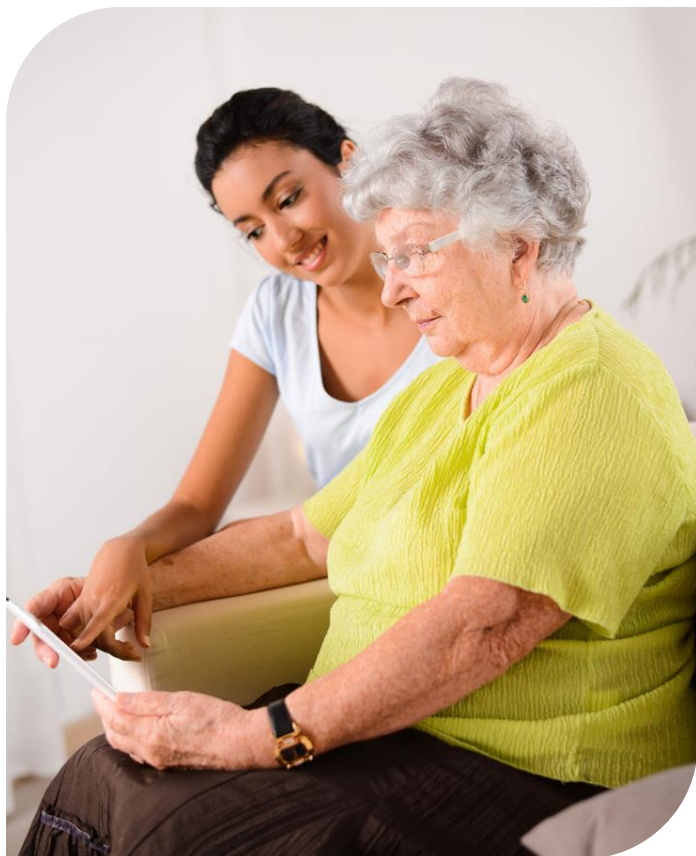| Category	Solution
Attending Provider	Providers will have the option to manually enter information about the **Attending Provider**
Referring Provider	Providers will have the option to manually enter information about the **Referring Provider**
Facility Type Code	Allow providers the option to manually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

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

Providers: Notify Third-Party EVV Vendors of Upcoming Changes & "Follow" the CareBridge Training Page for Iowa
Jun 28

Third-Party EVV Vendors: Access Updated CareBridge EVV Technical Specifications
Jul 1

Third-Party EVV Vendors: Begin Testing with CareBridge
Aug 8

Today

2024 | Jun | Jul | Aug | Sep | Oct |

EVV Stakeholder Kick-Off Sessions
Jun 27   Jul 16

Claim Element Changes Cutover
Oct 1

Providers: Informational Sessions	Jun 27 - Oct 18
Providers: Communication & Engagement	Jun 27 - Oct 18
Third-Party EVV Vendors: Development	Jul 1 - Sep 30
Providers: Set New Claim Configuration Options in CareBridge	Sep 13 - Sep 30
Providers: Training & Educations	Sep 13 - Oct ->

Agenda

- Project Overview & Timeline

- Provider Actions

- Frequently Asked Questions & Answers

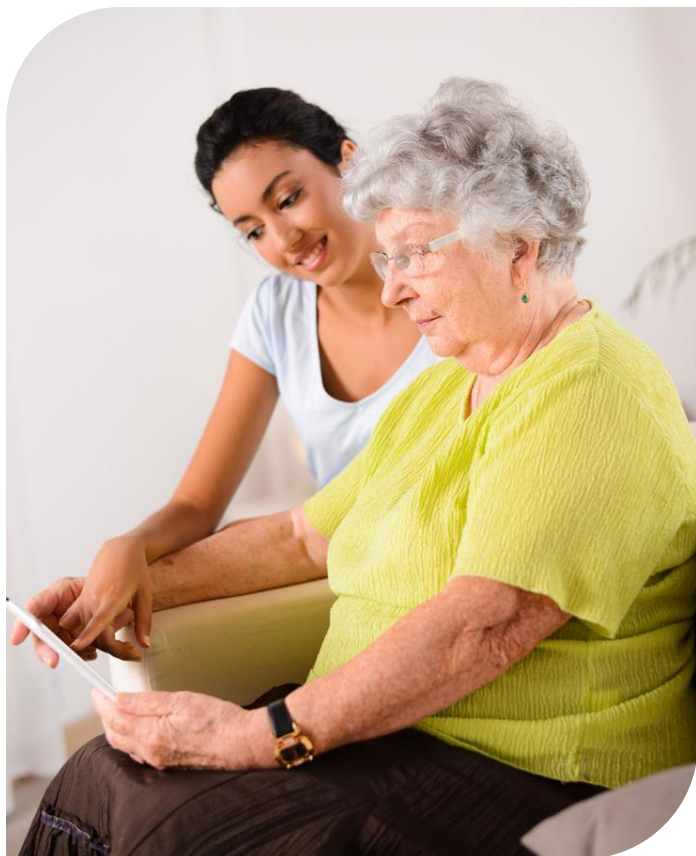- Resources & Takeaways Tutorial

- Questions

Provider Actions

ALL PROVIDERS

- Review CareBridge slide decks to stay informed about upcoming changes
- Register and attend stakeholder sessions via the Iowa Medicaid EVV project page:

  https://hhs.iowa.gov/programs/welcome-iowa-medicaid/current-projects/evv

- Regularly check the CareBridge Resource Library and stay updated with future communications
- Set a calendar reminder for September 13 - October 1 to log in and configure claim elements
- Ask questions and note contact information for future assistance

PROVIDERS USING A THIRD-PARTY EVV VENDOR

- Assess upcoming data element changes and determine your agency's management strategy
- Involve and communicate these changes with your third-party vendors

Agenda

- Project Overview & Timeline

- Provider Actions

- Frequently Asked Questions & Answers

- Resources & Takeaways Tutorial

- Questions

Question #1

Question
When will these changes be implemented?

Answer
These changes will be implemented on October 1st, with the option to begin setting on September 13th.

Providers need to ensure their systems and processes are updated accordingly by this deadline. |

Question #2

Question	Answer
What if I don't want to manage these data elements?	The option to use the current configuration settings is available to those are satisfied with the current claim settings.

Question #3

Question

How will the changes impact the claims submission process?

Answer

The changes will streamline the submission process, reduce errors, and enhance the overall efficiency of claim processing.

Providers may need to adjust their workflows to accommodate the new requirements.

Question #4

Question

What support is available to providers during this transition?

Answer

Support includes training webinars, detailed resource documentation, and a customer support center to assist with any questions or issues that may arise during the transition period.

Question #5

Question

What are the consequences of not complying with the new 837i claim requirements?

Answer

Non-compliance may result in claims being rejected or delayed, which can affect reimbursement timelines.

It is essential for providers to adhere to the new requirements to ensure uninterrupted payment.

Question #6

Question

Are there any specific training sessions available for providers?

Answer

Yes, several training sessions are scheduled to help providers understand and implement the new changes.

Dates and registration information can be found on the Iowa Medicaid website.

Question #7

Question

What should providers do if they encounter issues with the new 837i Claim process?

Answer

Providers should reference the resource library or CareBridge Support Center for support.

Detailed troubleshooting guides and one-pagers will also be available to assist with common issues.

Question #8

Question

Where can providers find more information about the 837i Claim changes?

Answer

More information, including detailed guidelines and updates, can be found on the CareBridge resource library, in the technical specifications document, or on the Iowa Medicaid HHS website.

Providers are encouraged to follow the resource library for the latest information and resources.

Agenda
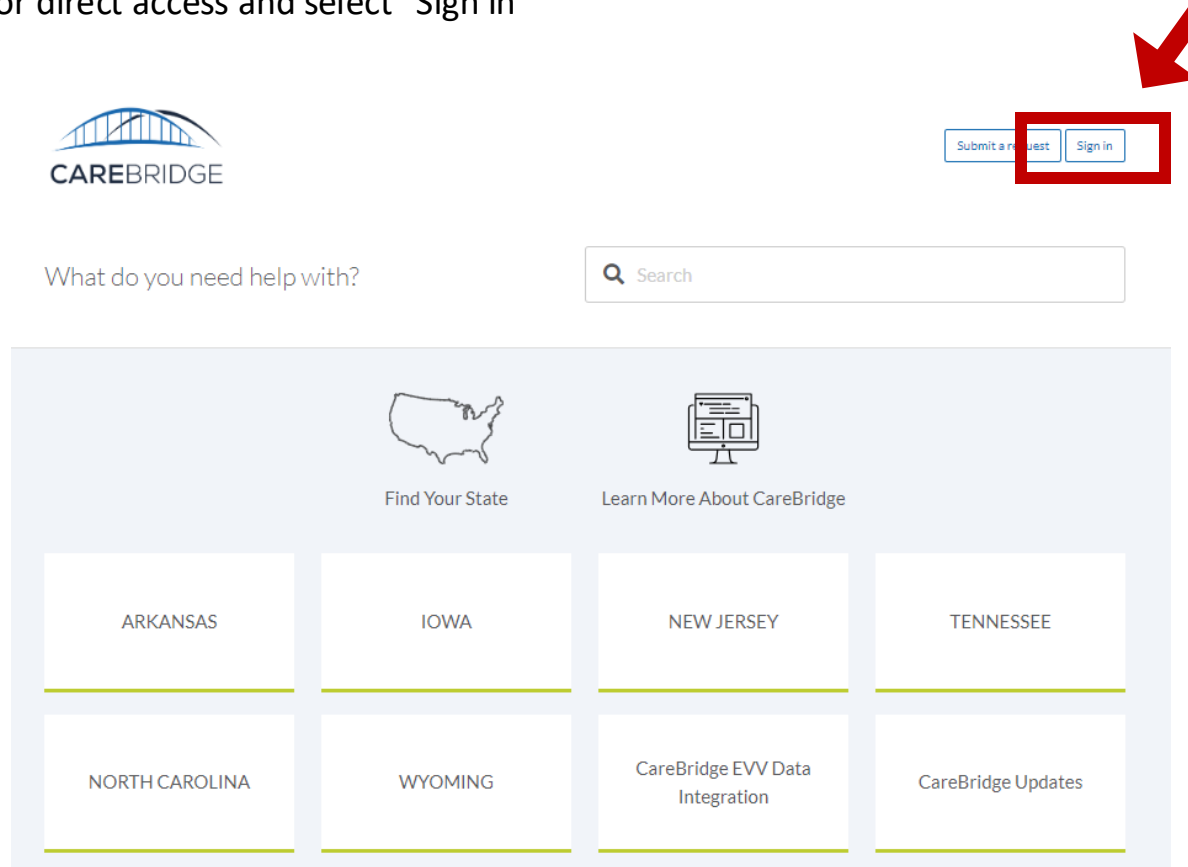
- Project Overview & Timeline

- Provider Actions

- Frequently Asked Questions & Answers

- Resources & Takeaways Tutorial

- Questions

"Follow" Critical Resources

1.) Visit the CareBridge Resource Library

- Click here for direct access and select "Sign In"

PROPRIETARY AND CONFIDENTIAL

"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.
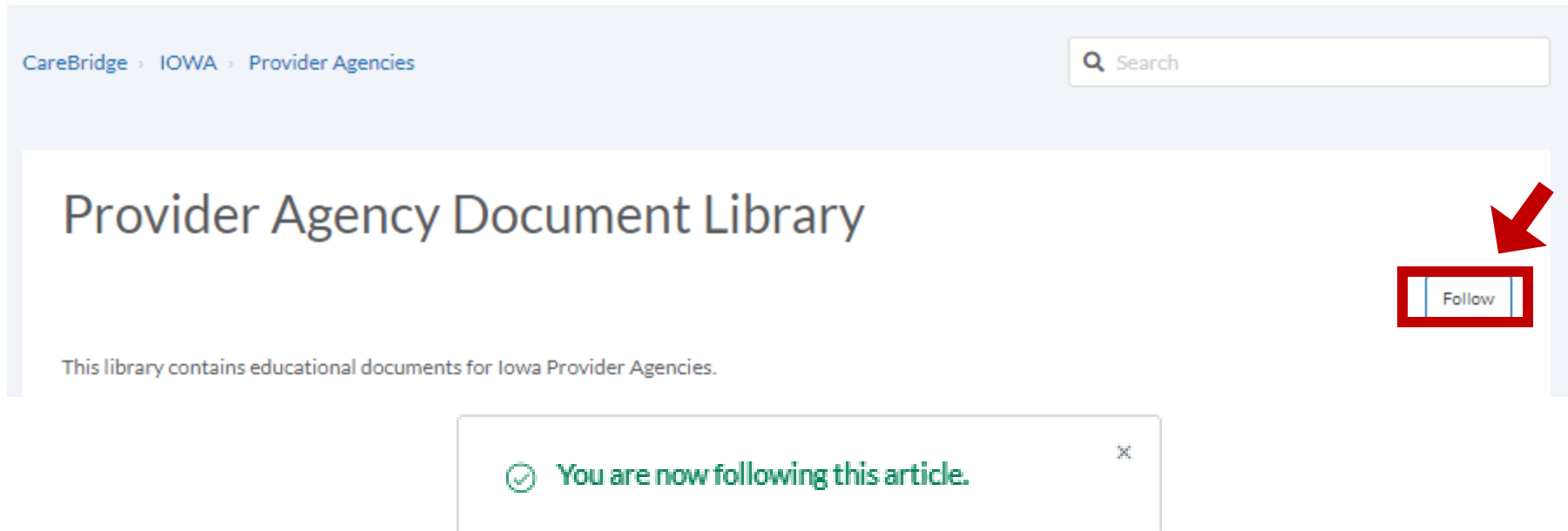
"Follow" Critical Resources

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.

Resources

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.

Points of Contact

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

Iowa Total Care:
- Phone: 1-833-404-1061
- Email: itc_evv@IowaTotalCare.com

Molina Healthcare of Iowa:
- Phone: 1-844-236-1464
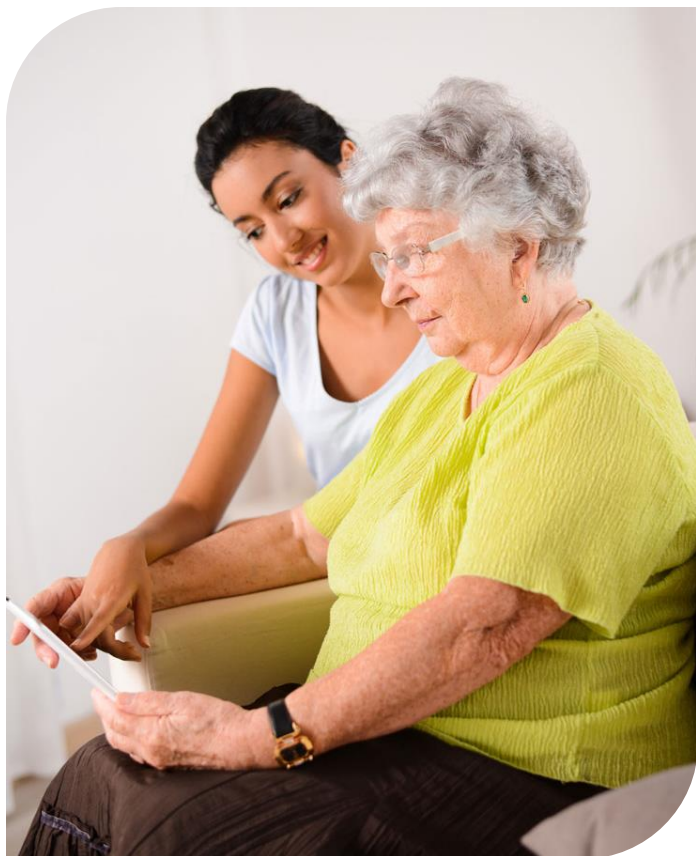- Email: iaproviderrelations@molinahealthcare.com

Please reach out to **CareBridge Support**, for example re: EVV Vendor Setup, pre-billing alerts:
- Email: iaevv@carebridgehealth.com
- Toll-free: 1-844-343-3653

Third Party EVV Integration, for example re: pre-billing alerts:
- Email: evvintegrationsupport@carebridgehealth.com
- Toll-free: 1-844-920-0989

Agenda

- Project Overview

- Upcoming Claiming Element Changes

- Communication & Training

- Resources & Takeaways

- Questions

Questions