



CAREBRIDGE

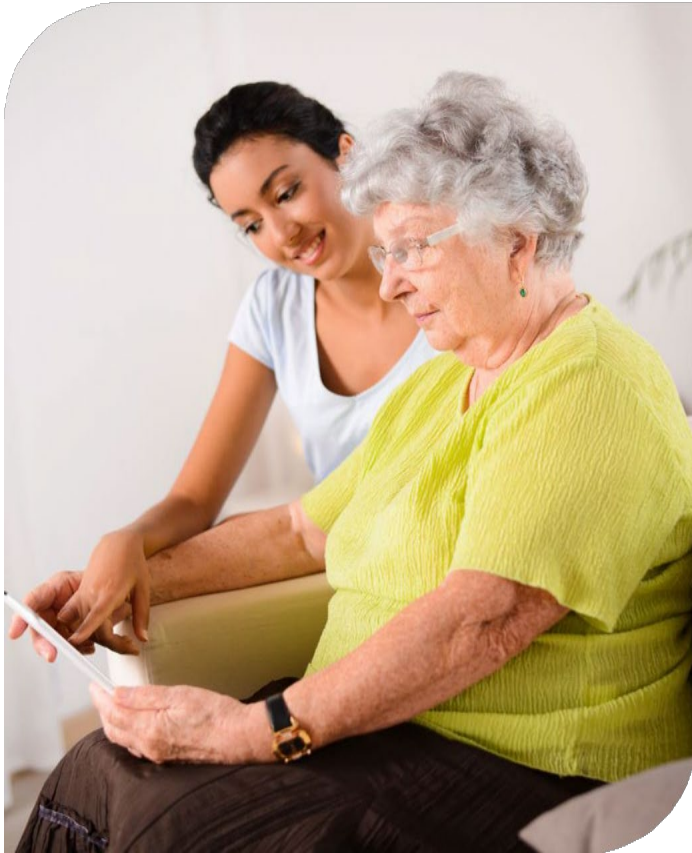
IA Stakeholder Session

Iowa Home Health Services EVV 837i Claim Changes

August 13, 2024

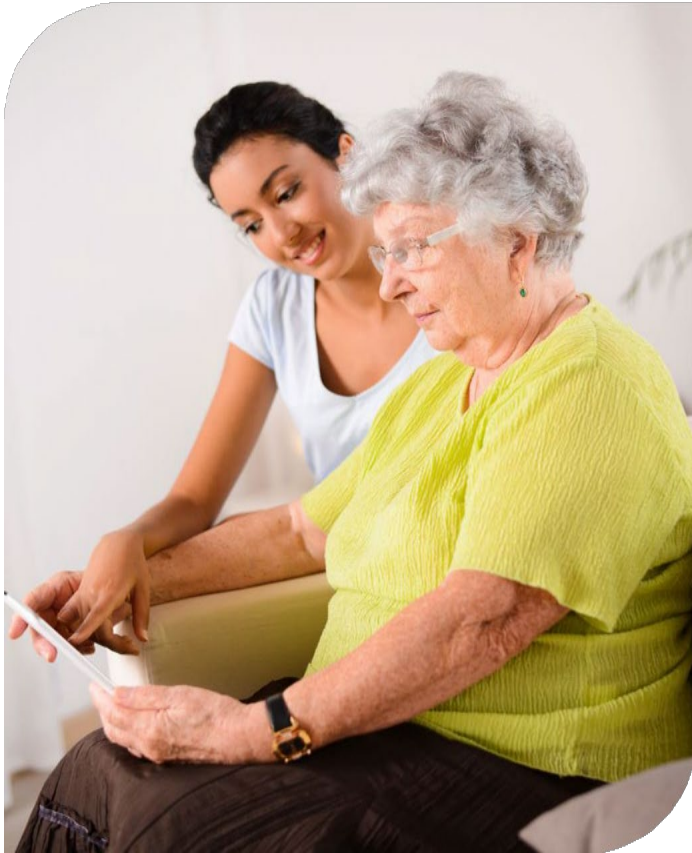


Agenda



- Project Overview & Timeline
- Provider Actions
- Frequently Asked Questions & Answers
- Resources & Takeaways Tutorial
- Questions

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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

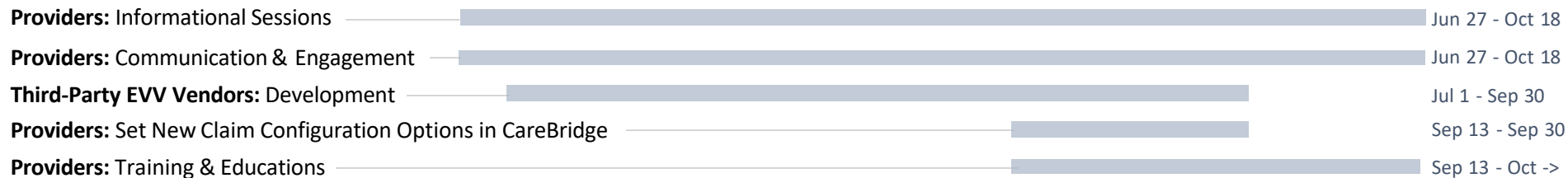
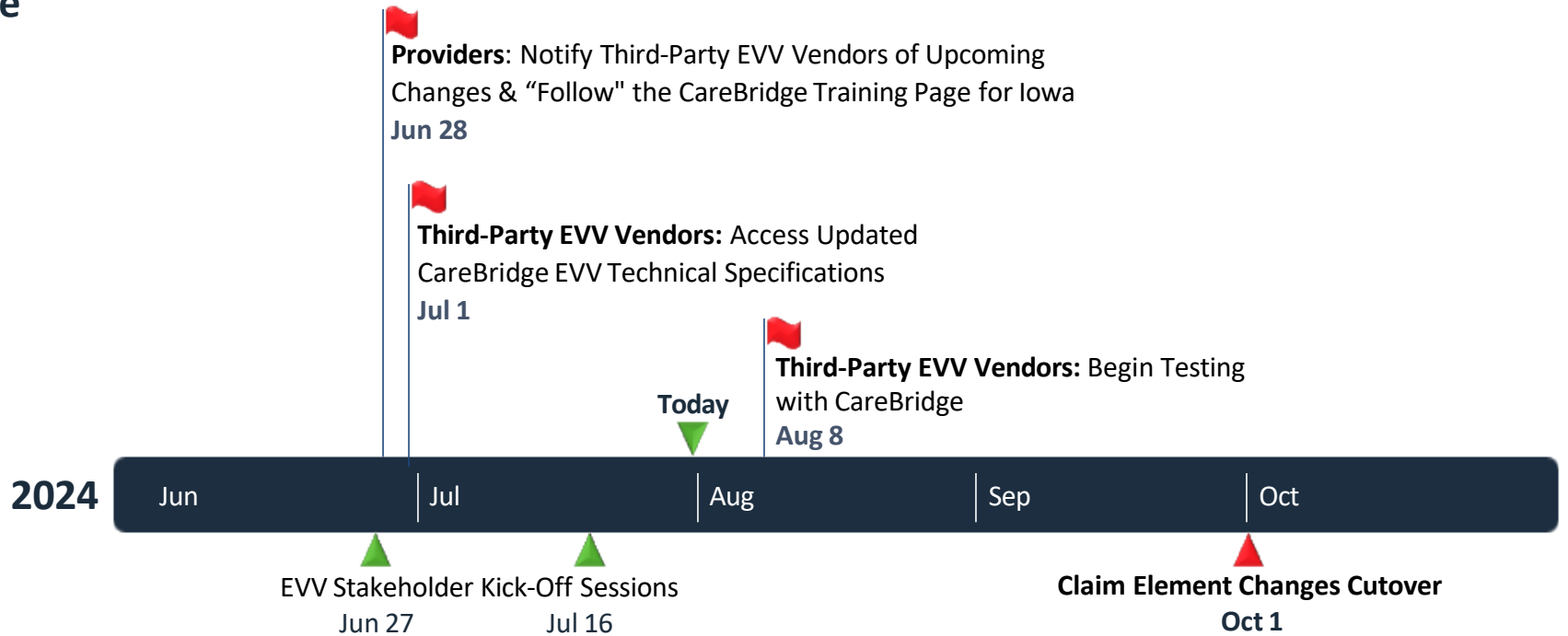
Providers will have the ability to set static or dynamic values for the following data fields used for claiming Home Health Services on an institutional claim (which have previously been pre-populated):

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

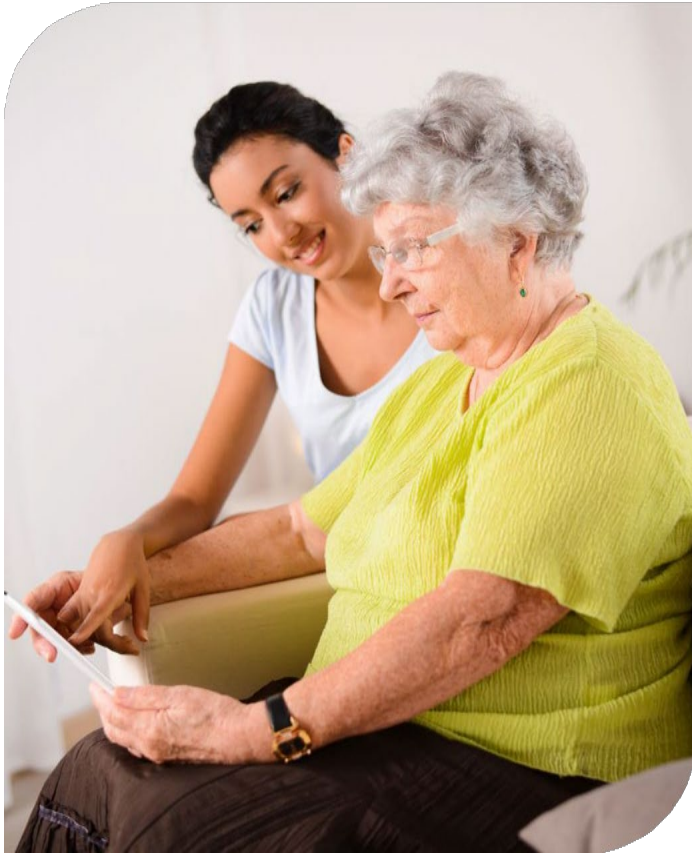
Timeline & Critical Activities

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

Timeline



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Provider Actions

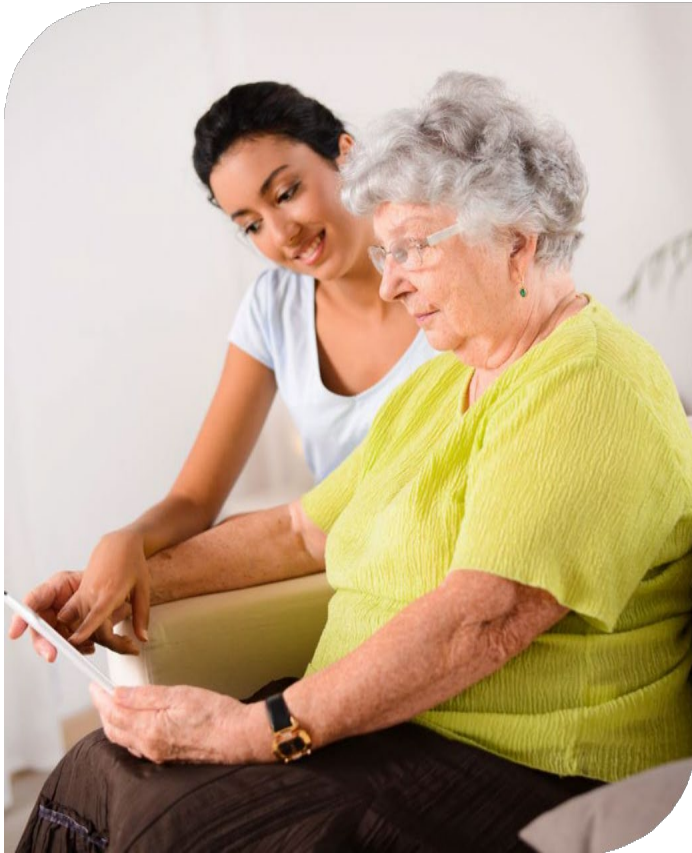
ALL PROVIDERS

- 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

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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

What if I don't want to manage these data elements?

Answer

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 CareBridge Resource Library or Support Center for assistance.

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

Question #8



Question

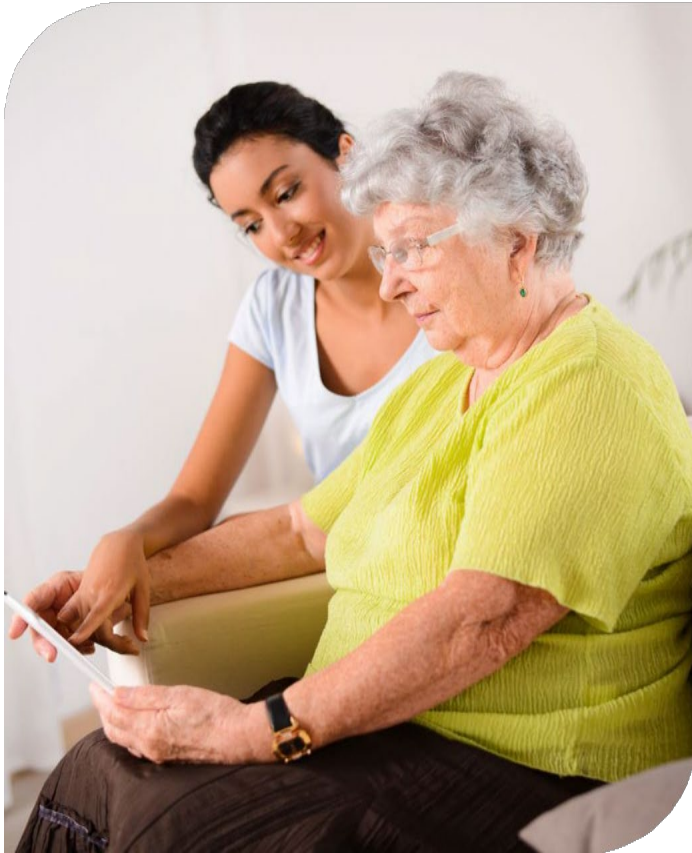
Where can providers find more information about the 837i Claim changes?

Answer

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

Providers are encouraged to follow the CareBridge Resource Library for the latest information and resources.

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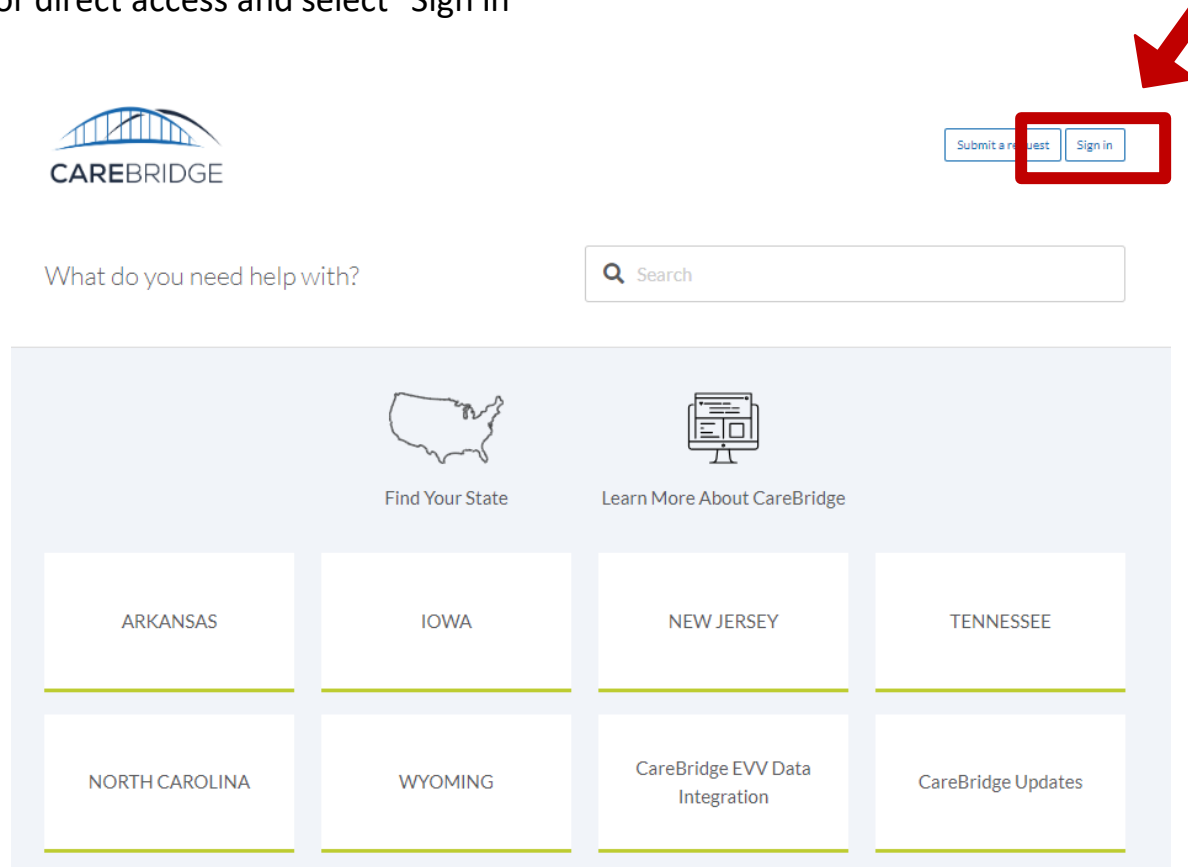


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“Follow” Critical Resources

1) Visit the CareBridge Resource Library

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

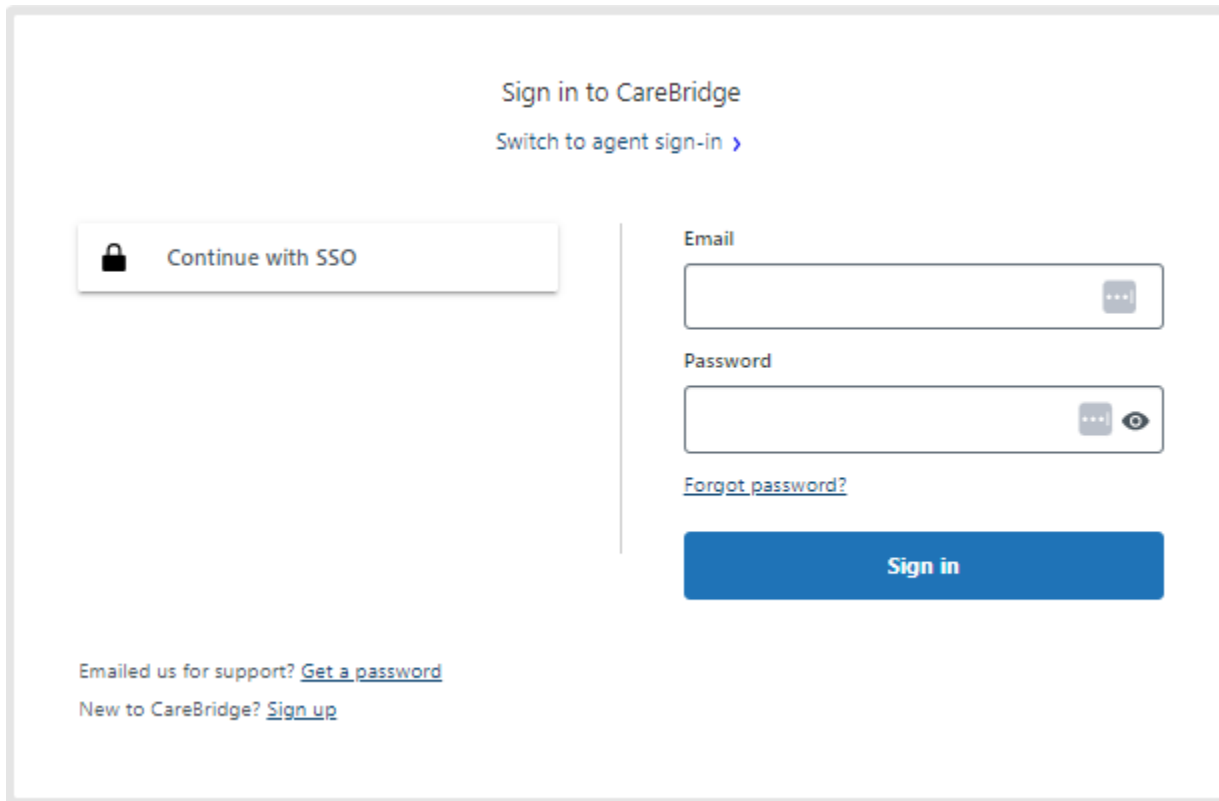


The screenshot shows the CareBridge website interface. At the top left is the CareBridge logo. To the right, there are two buttons: "Submit a request" and "Sign in". The "Sign in" button is highlighted with a red rectangular box, and a red arrow points to it from the top right. Below the logo is a search bar with the text "What do you need help with?" and a magnifying glass icon. The main content area features two columns of navigation options. The first column is titled "Find Your State" and contains a map of the United States. The second column is titled "Learn More About CareBridge" and contains a computer monitor icon. Below these are eight white boxes arranged in a 2x4 grid, each containing a state name or a topic: ARKANSAS, IOWA, NEW JERSEY, TENNESSEE, NORTH CAROLINA, WYOMING, CareBridge EVV Data Integration, and 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.

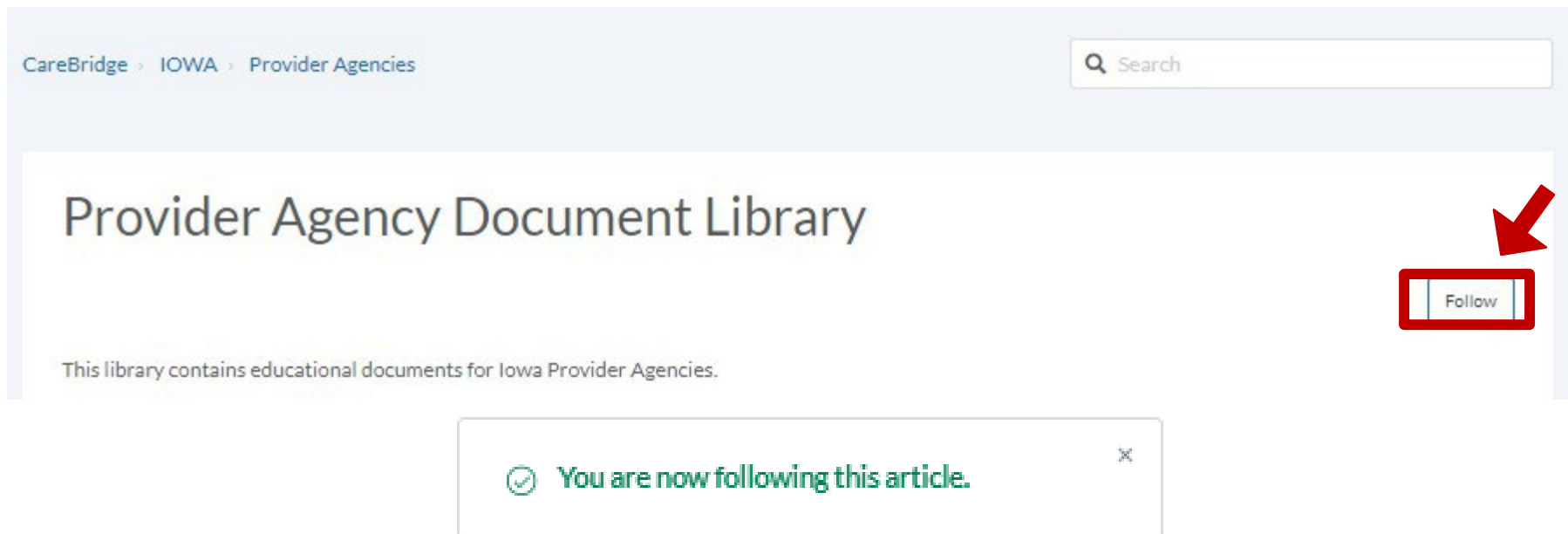


The screenshot shows the CareBridge sign-in interface. At the top, it says "Sign in to CareBridge" with a link to "Switch to agent sign-in >". On the left, there is a button labeled "Continue with SSO" with a lock icon. On the right, there are two input fields: "Email" and "Password". The "Password" field has a toggle icon for visibility. Below the "Password" field is a link for "Forgot password?". At the bottom right is a blue "Sign in" button. 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.

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.

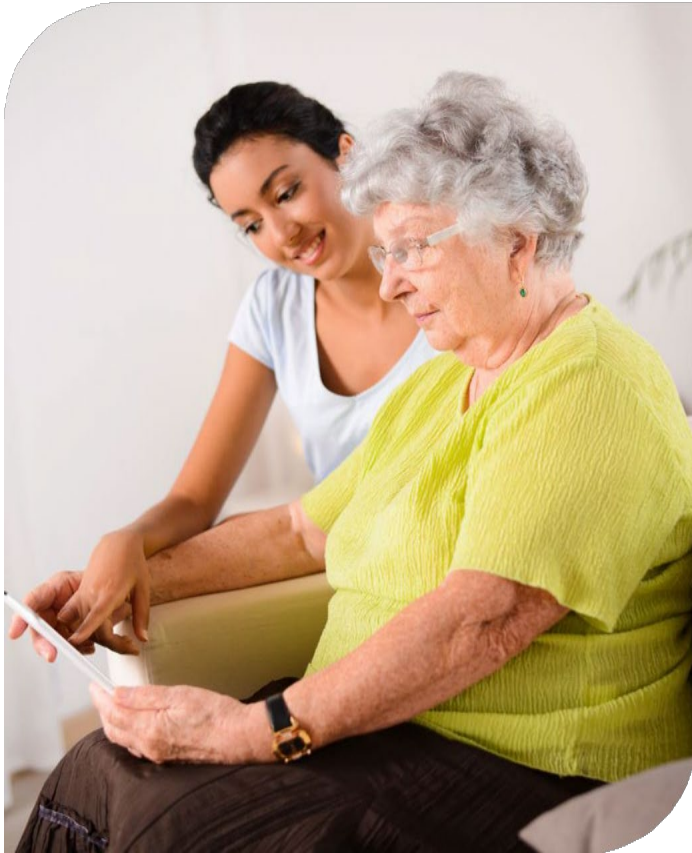
[ICDAC Training Registration](#): Direct location for on demand training for ICDAC caregivers and their members.

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.

MCO Contacts

MCO	Service	Area	SME	Email	Phone Number
ITC	PCS	Authorizations	Provider Relations Team	itc_evw@IowaTotalCare.com	1 (833) 404-1061
		Claims	ITC Inbox		
		Provider Relations	See Territory Map for PR Rep		
	HHS	Authorizations	Provider Relations Team	itc_evw@IowaTotalCare.com	1 (833) 404-1061
		Claims	ITC Inbox		
		Provider Relations	See Territory Map for PR Rep		
MHC	PCS	Authorizations	Provider Relations Team	IAProviderRelations@molinahealthcare.com	1 (844) 236-1464
		Claims			
		Provider Relations			
	HHS	Authorizations	Provider Relations Team	IAProviderRelations@molinahealthcare.com	1 (844) 236-1464
		Claims			
		Provider Relations			
WLP	PCS	Authorizations	Provider Solutions	ProvidersolutionsIA@wellpoint.com	1 (800) 454-3730 1 (833) 731-2143
		Claims			
		Provider Relations			
	HHS	Authorizations	Provider Solutions	ProvidersolutionsIA@wellpoint.com	1 (800) 454-3730 1 (833) 731-2143
		Claims			
		Provider Relations			

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