



CAREBRIDGE

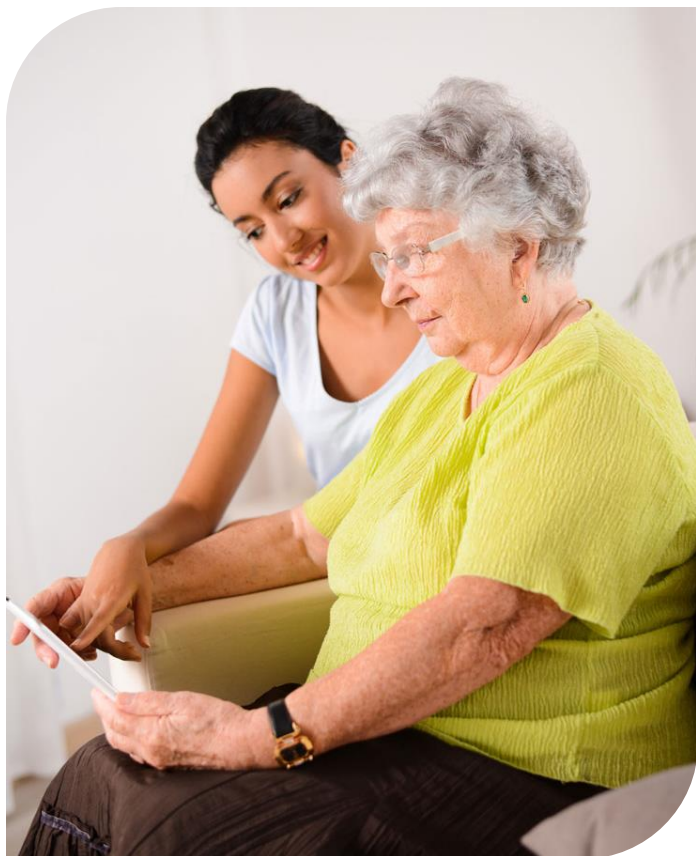
IA Stakeholder Session

Iowa Home Health Services EVV 837i Claim Changes

September 10, 2024



Agenda



- Project Overview
- Self-Guided Tour Review
- “Following” the Resource Library
- Companion Guide Review

Presentation Objectives

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 **review training**
2. Plan to **involve Third-Party EVV system vendors**, as necessary
3. Know where to **provide feedback and seek support**

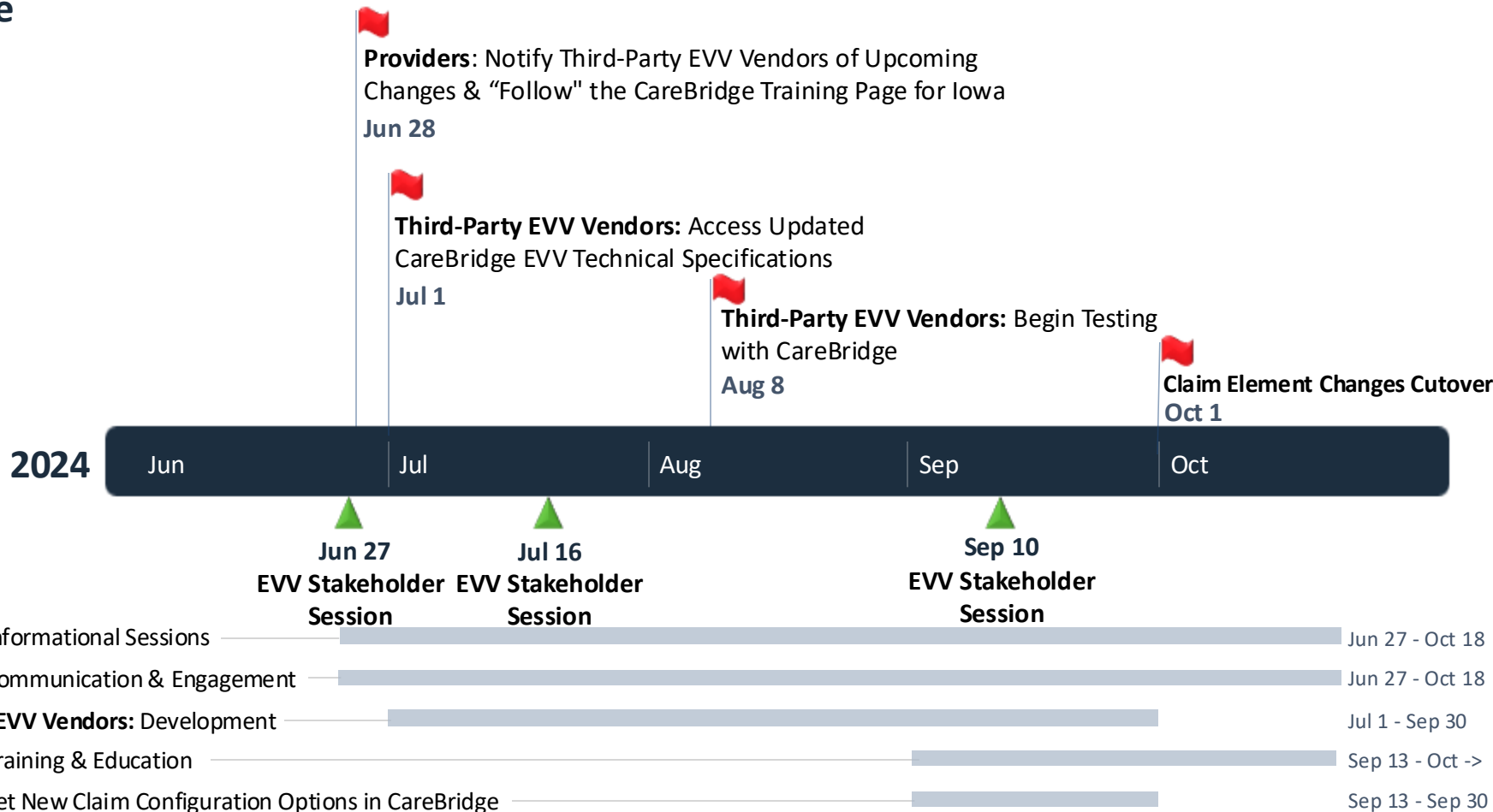
Historical Overview

- 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 now 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

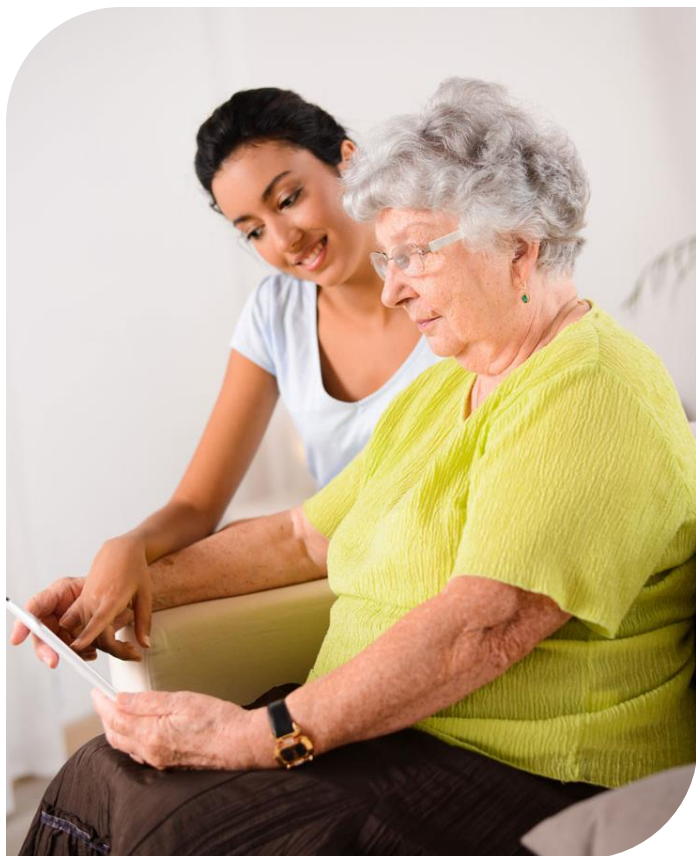
Timeline & Critical Activities

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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- Self-Guided Tour Review
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CareBridge Provider Portal Banner

If you've logged in recently, you may have seen the following banner displayed within the CareBridge Provider portal. This banner will remain active until **September 13th**, after which a new version will appear featuring a link to view the Companion Guides.

As of Friday, September 13th, HHS Providers can configure claim elements in the CareBridge Provider Portal. Be sure to review the training materials and set your configurations prior to October 1, 2024 to avoid any billing alerts. X

Appointment ID | Enter your search...

As of Friday, September 13th, HHS Providers can configure claim elements in the CareBridge Provider Portal. Be sure to review the training materials and set your configurations prior to October 1, 2024 to avoid any billing alerts. [Learn more here](#) X

Appointment ID | Enter your search...

In addition, CareBridge and the MCOs will be tracking progress on provider selection. A report will be shared with Iowa Medicaid, Iowa Total Care, Molina Healthcare of Iowa, and Wellpoint Iowa to keep all stakeholders informed on progress.

Self-Guided Settings Tour

Starting on **September 13th**, after signing in to the CareBridge Provider portal, you'll be guided through a self-paced tour that walks you through configuring the new 837i data claiming element settings.

The deadline to set these changes and avoid claim blocking alerts is **October 1st**.

The screenshot displays the CareBridge Provider portal dashboard. The left sidebar contains navigation options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'OVERVIEW' and features a section for 'Items Outstanding' with three cards: 'Unacknowledged Auths' (101), 'Unbilled Visits' (6), and 'Open Discussions' (5). Below this, there are cards for 'New Authorizations' (0), 'New Members' (0), and 'Manual Entry Visits' (0). A large circular gauge shows '0 Visits Completed'. At the bottom right, it indicates '0 Appointments Scheduled'. A dark blue notification box is overlaid on the dashboard, titled 'New Billing Settings Update!' and contains the text 'Learn how to manage your Home Health billing settings.' with a 'Learn more' button and a progress indicator '1 of 12'.

Self-Guided Settings Tour

During this 12-step self-guided tour, you'll be shown exactly where to click, making it easy to follow along.

The screenshot displays a web application interface. On the left is a vertical navigation menu with the following items: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted in blue), Provider Admin, and Support. The main content area is divided into two sections. The left section contains a list of settings categories: Offices (Set up and manage offices), Groups (Set up and manage groups), Documents (View and download documents), Member In (View upload), Rates (Manage ser), Billing (Manage claims generation options), and Vendor (View vendor details). The right section is titled 'OFFICES' and features a '+ NEW OFFICE' button in the top right corner. Below the title is a table with the following columns: NAME, ADDRESS, ADDRESS 2, CITY, STATE, and ZIP CODE. The table contains one row labeled 'Main Office' with a vertical ellipsis menu icon to its right. At the bottom right of the table area, there is pagination information: 'Rows per page: 10', '1 of 1', and navigation arrows. A dark tooltip box is overlaid on the 'Billing' menu item in the left sidebar. The tooltip contains the text 'Click here to view/update your Home Health billing claim generation selections.' and a blue 'Next' button. Below the button, it says '2 of 12'.

Self-Guided Settings Tour

The tour will appear each time you log in until you either complete the 12 steps or dismiss it. Be cautious to not dismiss the tour before finishing, as you may miss important guidance on the necessary steps.

The screenshot displays the CareBridge Settings page. On the left is a navigation sidebar with options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is divided into three tabs: PERSONAL CARE, HOME HEALTH PHASE 1 (selected), and HOME HEALTH PHASE 2. Under the HOME HEALTH PHASE 1 tab, there are two sections: 'Wellpoint Iowa' and 'Iowa Total Care'. Each section has a 'Next' button and a '3 of 12' indicator. A dark blue tooltip overlay is positioned over the 'Next' button in the 'Wellpoint Iowa' section, containing the text: 'Click the Home Health Phase 1 Tab to manage your billing frequency and settings.' At the bottom right of the settings area is a 'SAVE CHANGES' button.

If you need access to your tour after dismissing it, please contact the CareBridge Customer Support Team for assistance.

Self-Guided Settings Tour

In step 4 you are guided through configuring your Billing Frequency. You can select either daily, weekly, or monthly.

PERSONAL CARE HOME HEALTH PHASE 1 HOME HEALTH PHASE 2

Wellpoint Iowa
Requires billing through EVV starting 01/01/2024

Allow billing through EVV Default:

Allow billing externally

These settings apply for the following service codes.

Billing Frequency [ADD NEW FREQUENCY](#)

Settings

Iowa Total Care
Requires billing through EVV starting 01/01/2024

Allow billing through EVV Default:

[Next](#) 4 of 12

[SAVE CHANGES](#)

Self-Guided Settings Tour

Step 5 points out the section where you can complete the remaining configurations per payer.

The screenshot displays a web application interface for managing settings. On the left is a sidebar with navigation items: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'PERSONAL CARE' and 'HOME HEALTH PHASE 1'. It features a section for 'Wellpoint Iowa' with the following details:

- Requires billing through EVV starting 01/01/2024
- Allow billing through EVV
- Default: Bill through EVV (dropdown menu)
- Allow billing externally
- These settings apply for the following service codes.
- Billing Frequency (with 'ADD NEW FREQUENCY' button)
- Settings (with 'Next' button)

A callout box points to the 'Settings' section with the text: "Expand the settings here to manage your Home Health claim generation settings." and a "Next" button. At the bottom right, there is a "SAVE CHANGES" button.

Self-Guided Settings Tour

In step 6, you'll configure your Facility Type. You can choose to apply the same value for all service providers or manage it individually for each provider.

The screenshot displays the CareBridge settings interface. On the left is a navigation sidebar with options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'PERSONAL CARE' and 'HOME HEALTH PHASE 1'. It shows settings for 'Wellpoint Iowa', including a note that billing through EVV starts on 01/01/2024. There are checkboxes for 'Allow billing through EVV' and 'Allow billing externally'. A 'Billing Frequency' section has an 'ADD NEW FREQUENCY' button. A 'Settings' section is expanded to show the 'Facility Type' configuration. A dark blue tooltip box is overlaid on the 'Facility Type' section, containing the text: 'Here you can choose the same facility type for all service providers or choose the provider managed option.' Below the tooltip, the 'Facility Type' section has two radio button options: 'Use the same value for all service providers' (selected) and 'Manage at the individual service provider level'. A 'Value:' dropdown menu is set to 'Select Facility Type...'. At the bottom right of the settings area is a 'SAVE CHANGES' button.

Self-Guided Settings Tour

In step 7, you'll configure your Claim Frequency. You can choose to always send "1" for original claim submissions or specify initial claim frequency when exporting visits.

The screenshot displays the CareBridge Settings interface. On the left is a navigation sidebar with options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is divided into sections: Documents, Member Imports, Rates, Billing (selected), and Vendor. The Billing section contains a 'Billing Frequency' header with an 'ADD NEW FREQUENCY' button and a 'Settings' section. A dark tooltip box is overlaid on the Settings section, containing the text: 'Here you can choose the same claim frequency for all original claim submissions or choose the provider managed option.' Below the tooltip, the 'Facility Type' section has a radio button for 'Use the same value for all' and a 'Value:' dropdown menu. The 'Claim Frequency' section has two radio buttons: 'Always send "1" for original claim submissions' and 'Specify initial claim frequency when exporting visits'. Below this is the 'Patient Status' section with two radio buttons: 'Always send 01' and 'Manage status on an individual basis'. At the bottom right is a 'SAVE CHANGES' button.

Self-Guided Settings Tour

In step 8, you'll configure your Patient Status. You can choose to always send "01" or manage the status on an individual basis.

The screenshot displays the CareBridge Settings interface. On the left is a navigation sidebar with options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'Settings' and includes sections for Billing Frequency, Facility Type, Claim Frequency, Patient Status, Admission Date, and Attending Provider. A dark blue tooltip is overlaid on the Patient Status section, containing the text: 'Here you can choose the same patient status for all members or choose the provider managed option.' Below this text is a 'Next' button. The Patient Status section itself has two radio button options: 'Always send 01' and 'Manage status on an individual basis'. At the bottom right of the settings area is a 'SAVE CHANGES' button.

Self-Guided Settings Tour

In step 9, you'll configure your Admission Date. You can choose to align with the statement date or manage admission on an individual basis.

The screenshot displays the CareBridge Settings interface. On the left is a navigation sidebar with options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'Billing Frequency' and includes an 'ADD NEW FREQUENCY' button. Below this is a 'Settings' section with the following options:

- Facility Type:** Radio buttons for 'Use the same value for all service providers' and 'Manage at the individual service provider level'. A 'Value:' dropdown menu is set to 'Select Facility Type...'.
- Claim Frequency:** Radio buttons for 'Always send "1" for original claim sub...' and 'Frequency when exporting visits'.
- Patient Status:** Radio buttons for 'Always send 01' and 'Individual basis'.
- Admission Date:** Radio buttons for 'Align with the statement date' and 'Manage admission on an individual basis'.
- Attending Provider:** Radio buttons for 'Use Billing provider as Attending Provider' and 'Always specify the Attending Provider'.

A dark blue tooltip box is overlaid on the 'Admission Date' section, containing the text: 'Here you can choose to align all admission dates with statement dates or choose the provider managed option.' and a 'Next' button. At the bottom right of the settings area is a 'SAVE CHANGES' button.

Self-Guided Settings Tour

In step 10, you'll configure your Attending Provider. You can choose to use Billing Provider when no Attending Provider is present or always specify the Attending Provider.

Dashboard

Discussions

Authorizations

Appointments

Visits

Billing

Members

Employees

Claims

Settings

Provider Admin

Support

Vendor
View vendor details

Use the same value for all service providers Manage at the individual service provider level

Value:

Claim Frequency

Always send "1" for original claim submissions Specify initial claim frequency when exporting visits

Patient Status

Always send 01 status on an individual basis

Admission Date

Align with the statement date admission on an individual basis

Attending Provider

Use Billing provider when no Attending Provider is present Always specify the Attending Provider

Billing Delay

Enable a billing delay of days beyond the end of the billing period for generating claims

Next

10 of 12

SAVE CHANGES

Self-Guided Settings Tour

In step 11, you'll configure any desired Billing Delay. You can choose to enable a billing delay of 1-21 days beyond the end of the billing period for generating claims.

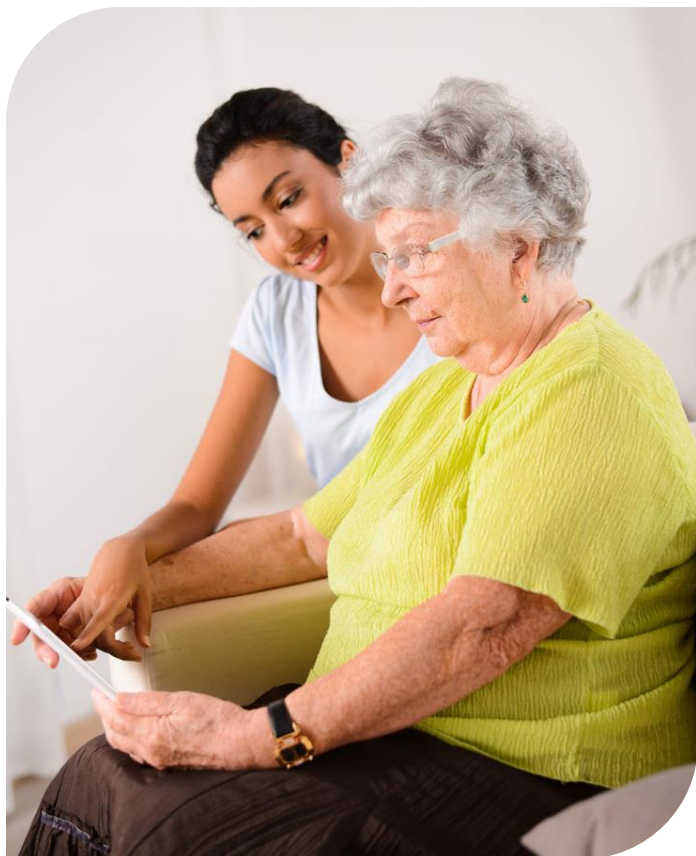
The screenshot displays the 'Vendor' settings page in the CareBridge system. The left sidebar contains navigation options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'Vendor' with a 'View vendor details' link. It features several configuration sections: 'Use the same value for all service providers' (selected) vs. 'Manage at the individual service provider level'; 'Claim Frequency' with options 'Always send "1" for original claim submissions' and 'Specify initial claim frequency when exporting visits'; 'Patient Status' with options 'Always send 01' and 'Manage status on an individual basis'; 'Admission Date' with options 'Align with the statement date' and 'Manage status on an individual basis'; and 'Attending Provider' with options 'Use Billing provider when no Attending' and 'Use Attending Provider'. A 'Billing Delay' section at the bottom has a checkbox for 'Enable a billing delay of [dropdown] days beyond the end of the billing period for generating claims'. A dark blue tooltip box is overlaid on the 'Billing Delay' section, containing the text: 'Here you can choose to enable a billing delay and select the number of days the delay will take place.' and a 'Done' button. A 'SAVE CHANGES' button is located at the bottom right of the settings area.

Self-Guided Settings Tour

The final and most crucial step after making your selections is to save your changes. If you see the message “You have unsaved changes” in red, it means your changes have not been saved.

The screenshot shows a web application interface with a sidebar on the left and a main content area on the right. The sidebar contains a list of menu items: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted in blue), Provider Admin, and Support. The main content area displays several settings sections: Patient Status (with radio buttons for 'Always send 01' and 'Manage status on an individual basis'), Admission Date (with radio buttons for 'Align with the statement date' and 'Manage admission on an individual basis'), Attending Provider (with radio buttons for 'Use Billing provider when no Attending Provider is present' and 'Always specify the Attending Provider'), and Billing Delay (with a checkbox for 'Enable a billing delay of' followed by a dropdown menu and the text 'days beyond the end of the billing period for generating claims'). Below these sections is a 'Iowa Total Care' section with a 'Requires billing through' label and two checked checkboxes: 'Allow billing through' and 'Allow billing extend'. A dark blue modal dialog is overlaid on the 'Iowa Total Care' section, containing the text 'Click save to finalize your selections.', a blue 'Done' button, and '12 of 12' at the bottom. At the bottom right of the main content area, there is a 'SAVE CHANGES' button.

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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.

“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

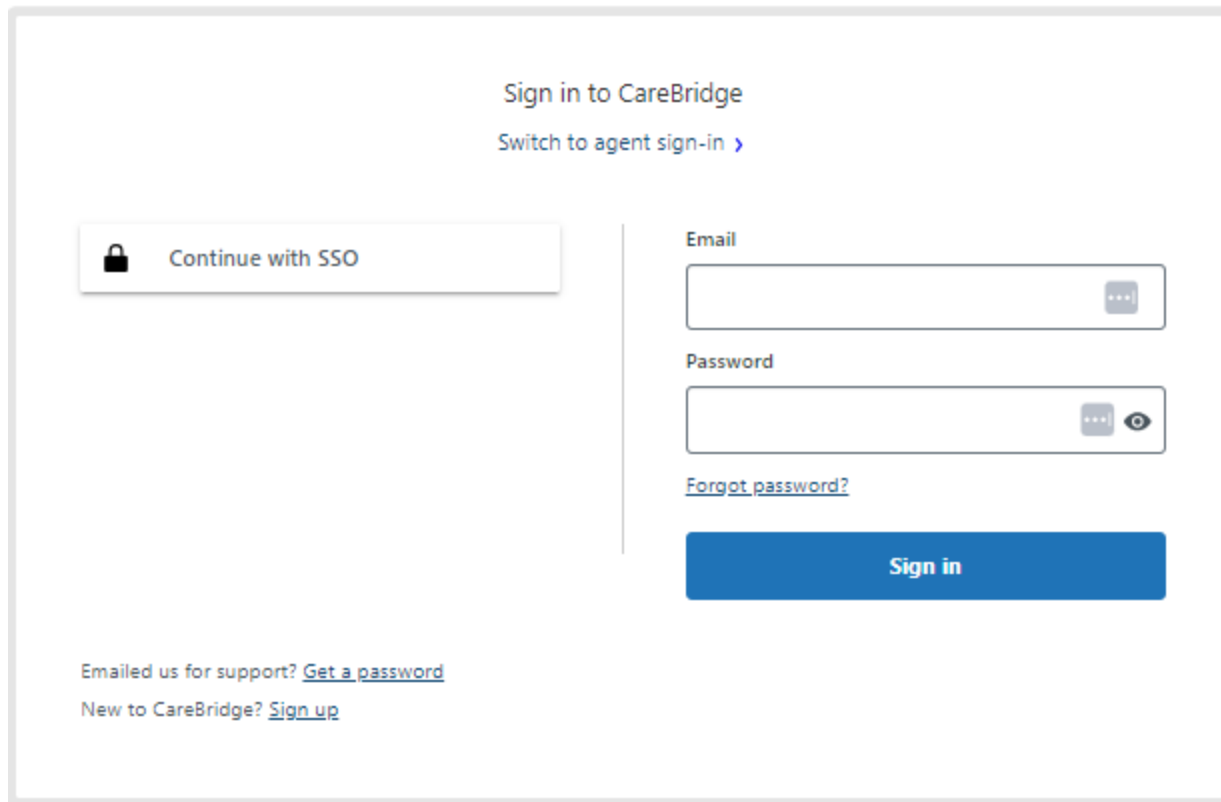
ARKANSAS IOWA NEW JERSEY TENNESSEE

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.

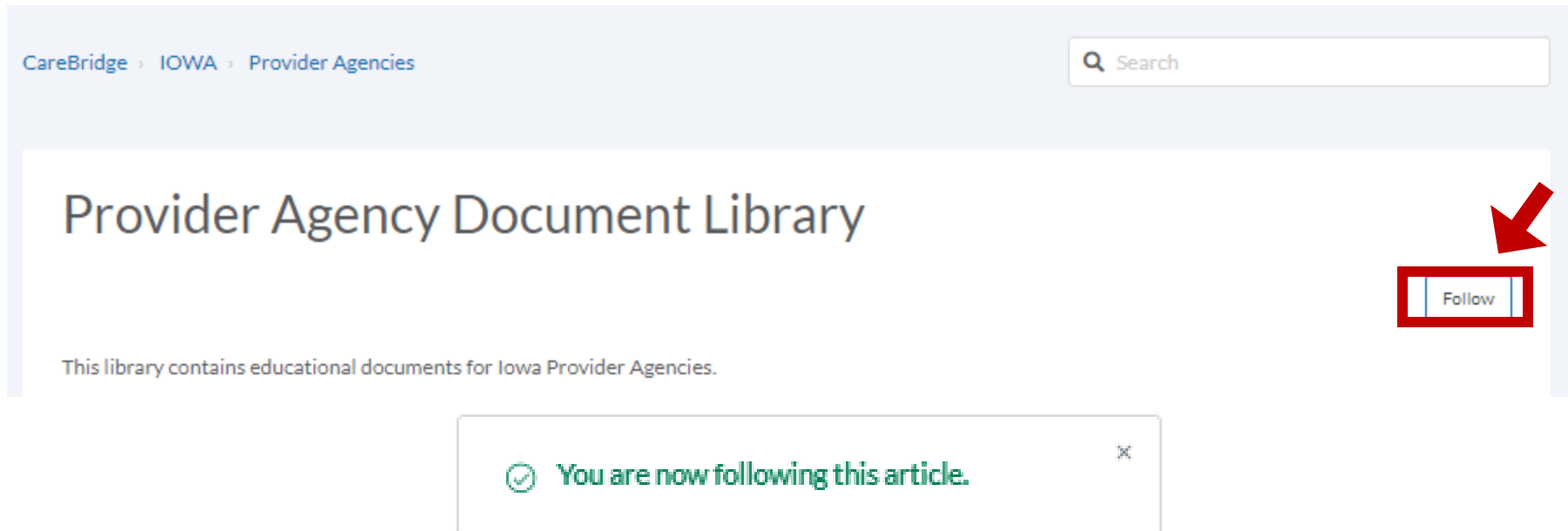


The screenshot shows the CareBridge sign-in interface. At the top, it says "Sign in to CareBridge" with a link to "Switch to agent sign-in". On the left, there is a button labeled "Continue with SSO" with a lock icon. On the right, there are two input fields: "Email" and "Password". The "Password" field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

Q Search

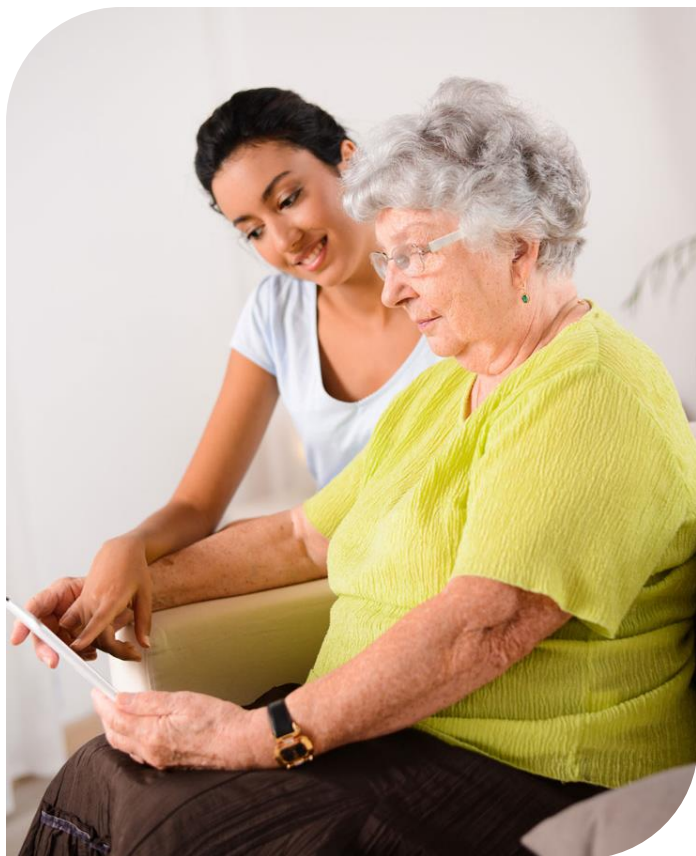
Provider Agency Document Library

This library contains educational documents for Iowa Provider Agencies.

Follow

✔ You are now following this article. ✕

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Placeholder for Walk-thru of Training Companion Guides

New Companion Guides will be available in the Iowa CareBridge Resource Library starting September 13th.
Follow the Iowa CareBridge Resource Library to receive notifications as soon as they are publicly accessible.

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