

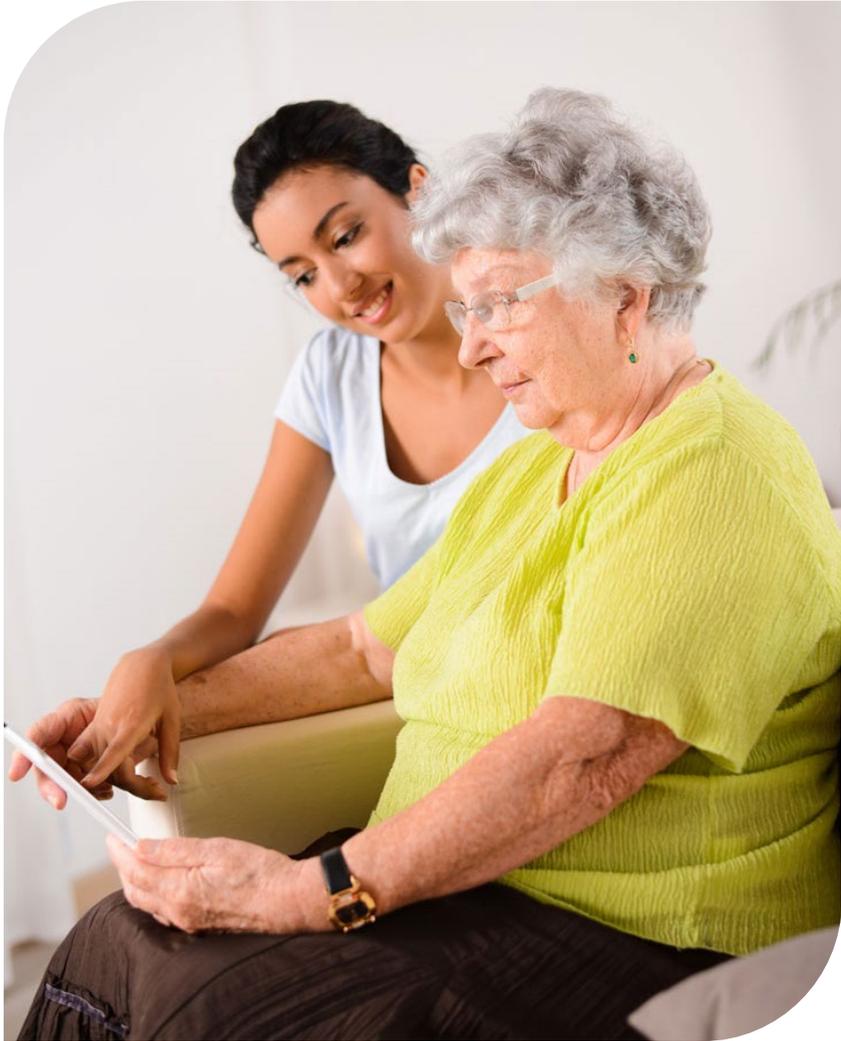


CAREBRIDGE

Iowa CCO Town Hall
Member Portal Overview

September 16, 2024

Agenda



- Welcome and Introductions
- EVV Overview
- Meeting Objectives
- Member Tools & Access
- Accessing Service Documentation
- Points of Contact

The CareBridge Mission

Our mission is to empower people who receive home and community-based services to have the best possible health, independence, and quality of life



The CareBridge Why

Why We Do What We Do

- We help people receive the healthcare and support they need where they want to receive it—in their homes and communities
- We offer support and peace of mind to family members and other caregivers
- We help people manage their chronic conditions and stay healthy
- We help people avoid unnecessary visits to the emergency room, hospital, or nursing home
- We help health plan care managers find the best supports based on each person's goals and abilities
- We help people reach their goals for independence and improve their quality of life

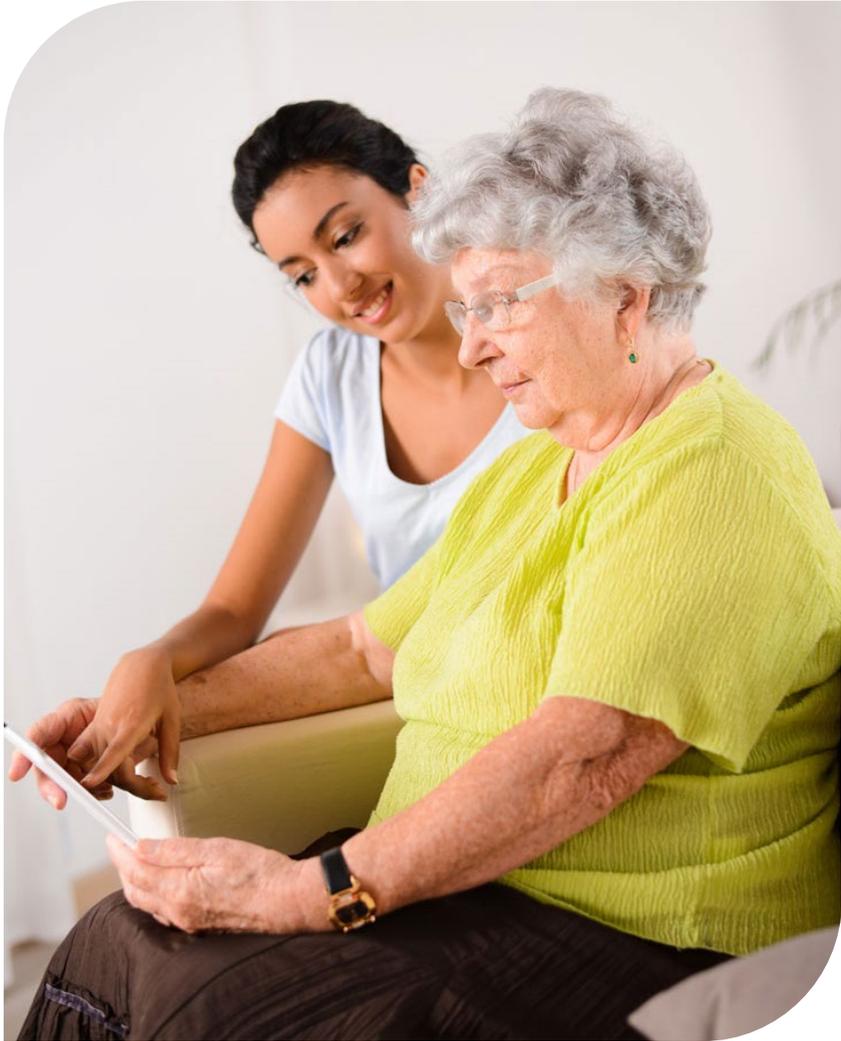


CareBridge Partners

We partner with Medicaid health plans in Iowa to deliver better healthcare and support to people who receive home and community-based services or “HCBS”



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EVV Overview

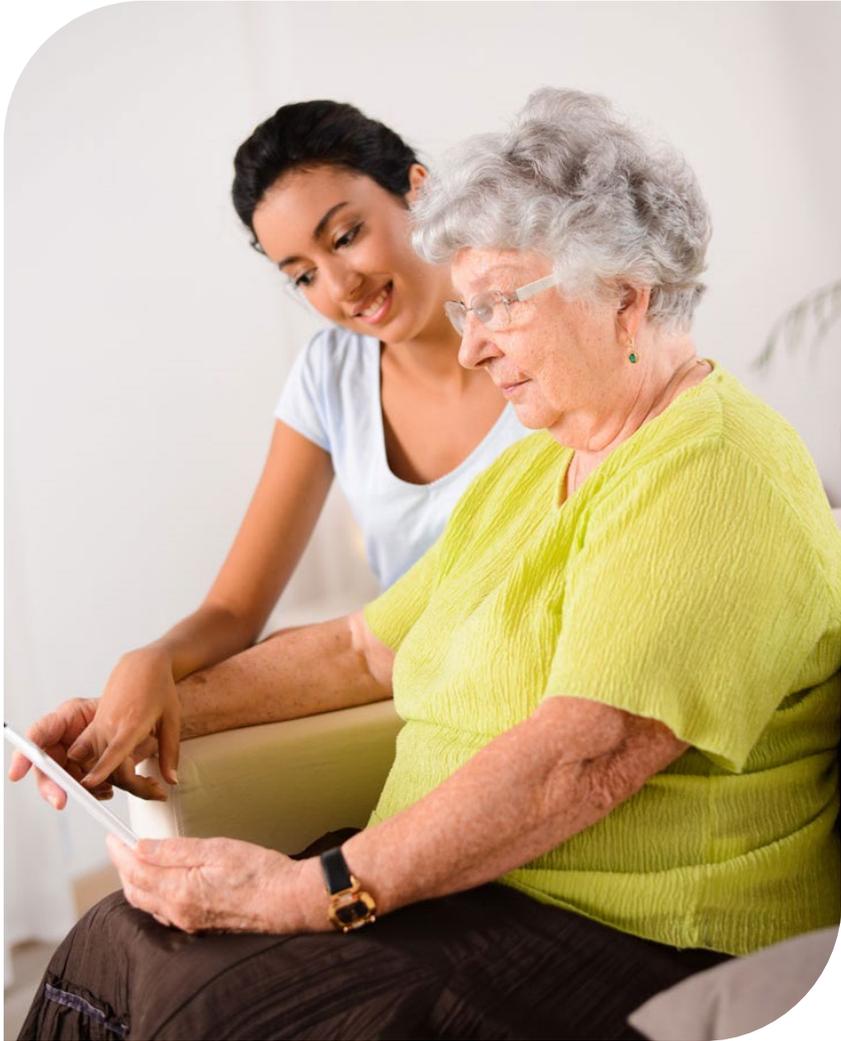
What is EVV?

- Electronic Visit Verification (EVV) uses technology to electronically record when a caregiver begins and ends providing home health services to Medicaid members
- EVV solutions work on a device such as a smartphone, GPS-enabled tablet, or landline to collect the caregivers' start and end times
- The requirements for a compliant EVV system are outlined in the *21st Century Cures Act*, a federal law that requires all states to implement EVV

EVV captures the following:

- Type of service provided
- Member receiving the service
- Caregiver providing the service
- Date of the service
- Location of the service delivery
- Time the service begins and ends

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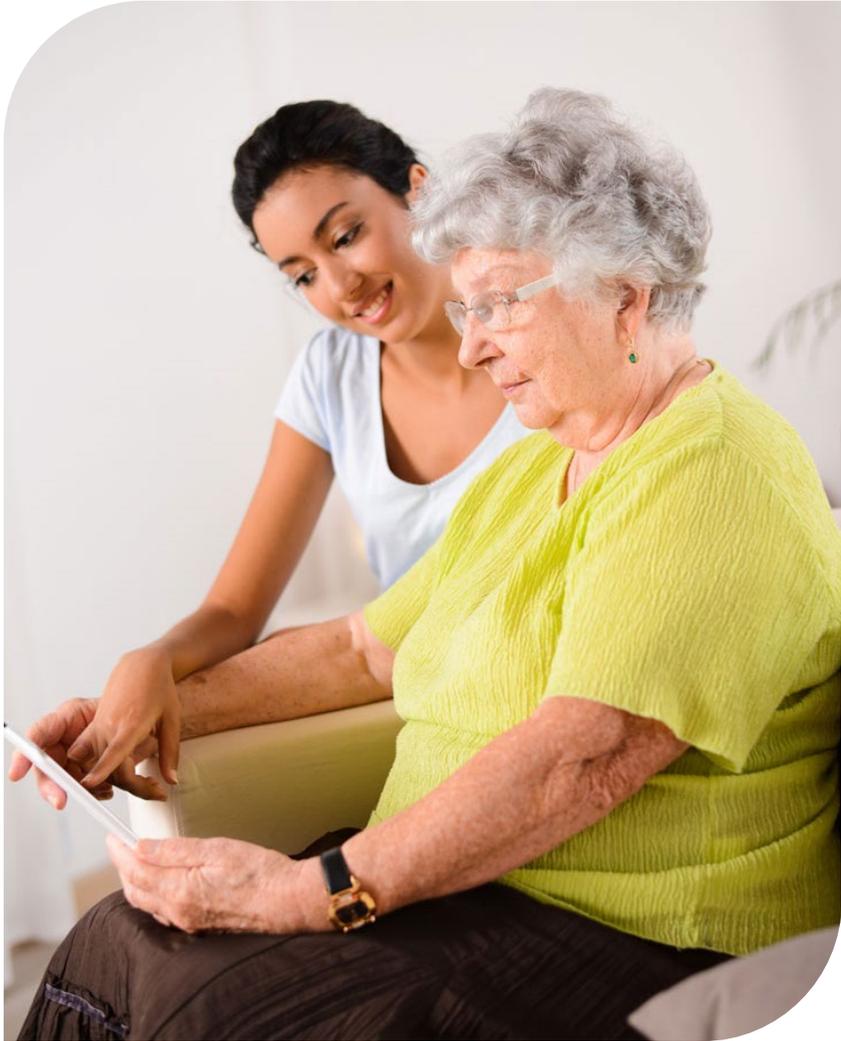
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Meeting Objectives

Following this meeting, attendees should be equipped with the following information:

- 1. Understand Member Portal Access:** Provide clear instructions on how CCO Members can access the CareBridge Member Portal
- 2. Review Service Documentation:** Demonstrate how CCO Members can view and export service documentation within the portal
- 3. Enhance Member Experience:** Ensure CCO Members are equipped with the necessary tools to efficiently manage and review the services they receive

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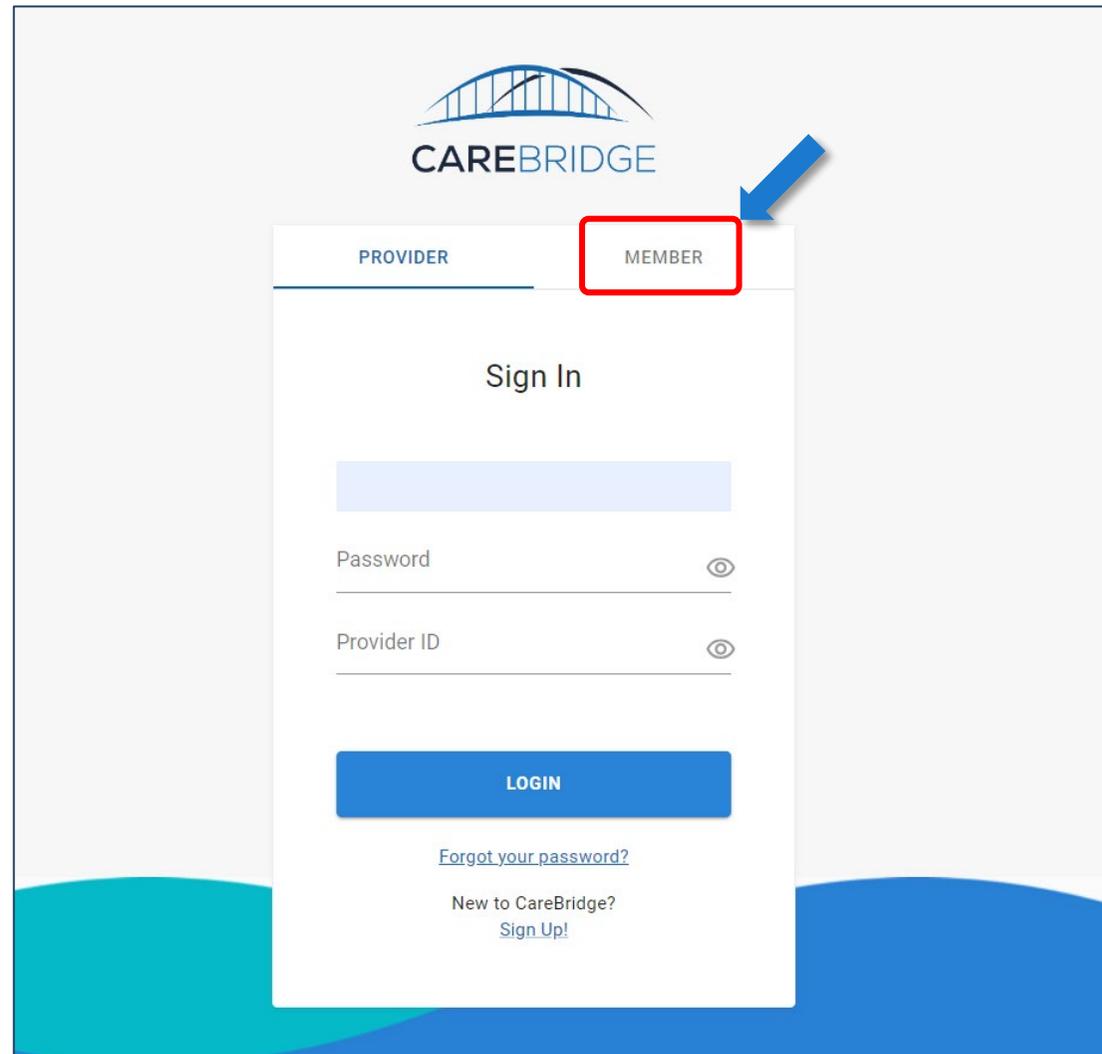
Member Tools

Mobile Application	Members can: <ul style="list-style-type: none">• Attest through the mobile application after the caregiver checks out by signing the screen with their fingertip (<u>easiest method</u>)
IVR (Interactive Voice Response)	Members can: <ul style="list-style-type: none">• Attest through IVR by calling the Member IVR telephone number and going through the prompts to approve the visit<ul style="list-style-type: none">• 1-515-800-2537
Member Portal	Members can: <ul style="list-style-type: none">• Review all visits that have occurred• Attest EVV compliant• Attest manual visits• Access service documentation for each visit

CareBridge Member Portal Access

CareBridge Member Portal Login:

<https://ia.carebridgehealth.com>



CAREBRIDGE

PROVIDER MEMBER

Sign In

Password

Provider ID

LOGIN

[Forgot your password?](#)

New to CareBridge?
[Sign Up!](#)

CareBridge Member Portal: Access – New Users

New Users:

1. Members will go to the CareBridge Member login page
2. New member users should click the “Sign Up” link
3. New members will select that they are signing up as “A member who received EVV services”

CAREBRIDGE

PROVIDER MEMBER

Sign In

Username

Password

Medicaid ID

LOGIN

[Forgot your username or password?](#)

New to CareBridge?
Sign Up!

Sign Up As... x

A member who receives EVV services

A provider agency

A self-directed caregiver

Or

View/update my registration

Log in as an administrator for the first time

Sign Up!

CareBridge Member Portal: Access – New Users

4. New Users will be asked to enter:

- Medicaid ID
- Date of Birth

MEMBER

Sign Up

Medicaid ID

Date of Birth (MM/DD/YYYY)

SUBMIT

CANCEL

5. Members will then be able to set up their own unique Username and Password

Set your password

Username

Password

Confirm password

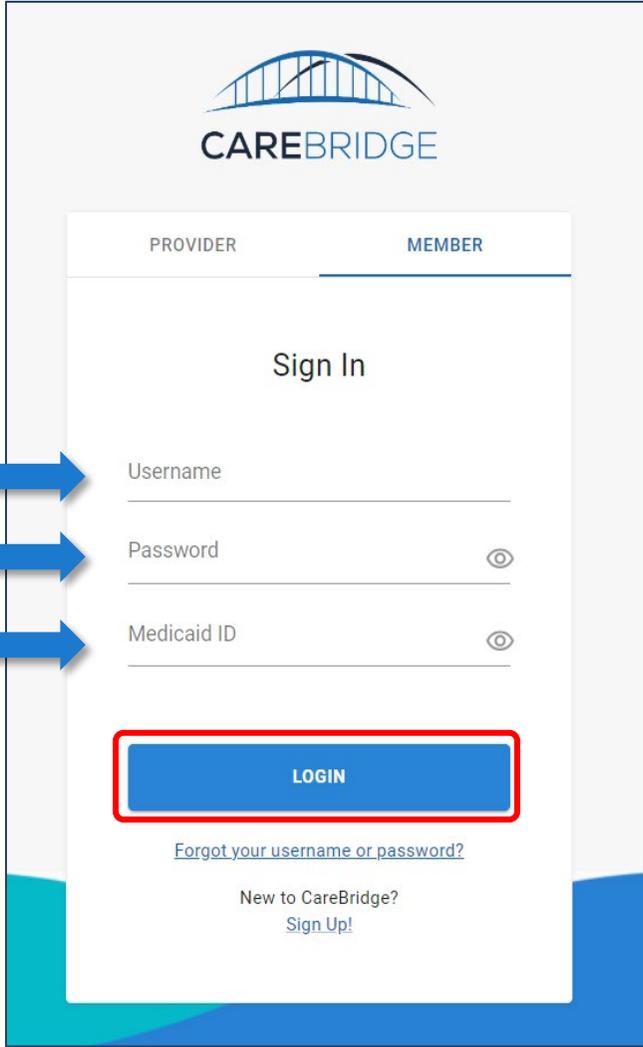
SUBMIT

CANCEL

CareBridge Member Portal: Access – Existing Users

Existing Users:

1. Members will go to the CareBridge Member login page
2. Members must enter the Username and Password that they previously set, along with their Medicaid ID
3. Click the “LOGIN” button



The screenshot displays the CareBridge Member Portal login interface. At the top, the CareBridge logo is visible. Below it, there are two tabs: 'PROVIDER' and 'MEMBER', with 'MEMBER' being the active tab. The main heading is 'Sign In'. There are three input fields: 'Username', 'Password', and 'Medicaid ID'. Each field has a corresponding eye icon to the right, indicating a toggle for password visibility. A blue 'LOGIN' button is positioned below the input fields and is highlighted with a red border. Below the button, there is a link for 'Forgot your username or password?' and a link for 'New to CareBridge? Sign Up!'.

CareBridge Member IVR: Access

To use the Member IVR number, call (515) 800-2537 and follow the directions:

1. Members Choose from the three languages available - English, Spanish, or Russian - by selecting the correct number.
2. Enter your Medicaid ID number followed by the # (pound) button.
3. Enter your birth date in the following format: MMDDYYYY. For example, March 5, 1970, would be 03051970
4. Choose the visit to which you wish to attest by selecting the correct number.
5. Choose additional visits by selecting the correct number or end the call by pressing the * (star) button.

CareBridge Member Portal: Access – Issues

- If you've forgotten your Username or Password, click the "Forgot your username or password?" link and follow the steps on the screen
- If you have question about getting setup or accessing your CareBridge Member Portal or IVR contact the CareBridge EVV support team
 - Email: iaevv@carebridgehealth.com
 - Phone: 844-343-3653

CAREBRIDGE

PROVIDER MEMBER

Sign In

Username

Password

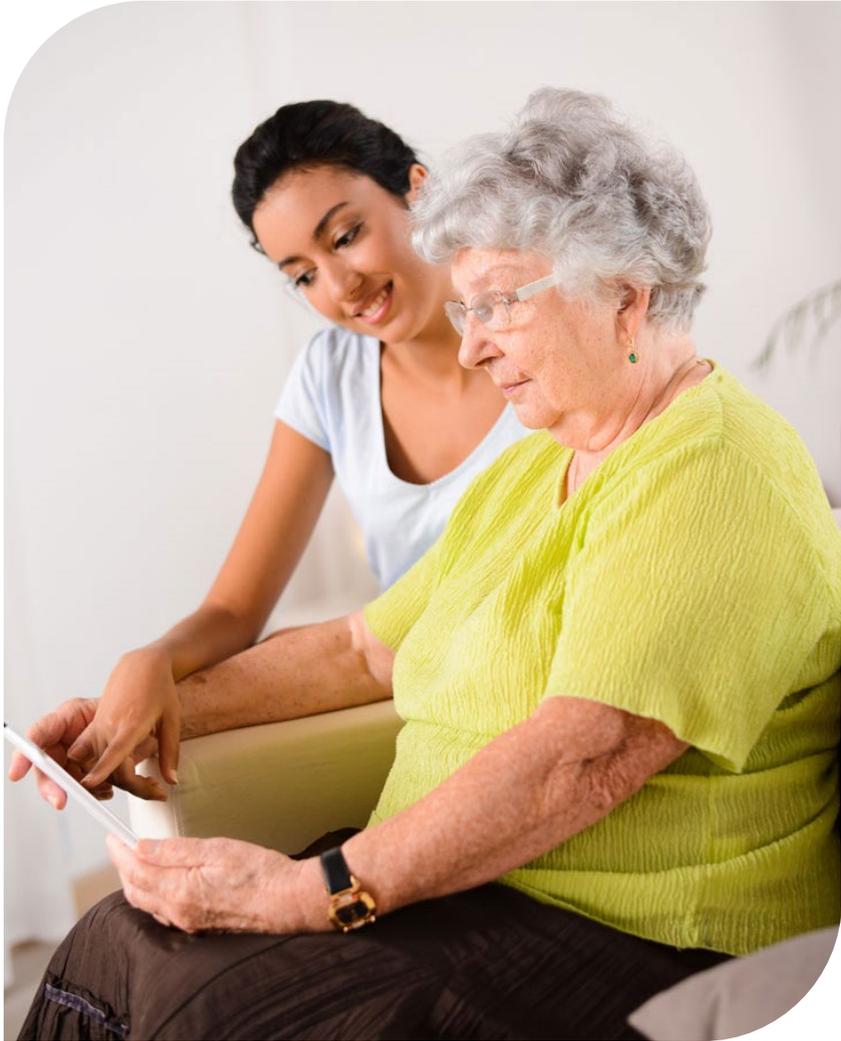
Medicaid ID

LOGIN

[Forgot your username or password?](#)

New to CareBridge?
[Sign Up!](#)

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Accessing Service Documentation

If a member needs to view service documentation / care plan tasks that were completed during a visit, the member can see this in the Member Portal.

- When logging into the Member Portal, if a member has more than one employee, they will first have to choose which employee's visits they want to view.
- Members can access service documentation / care plan tasks details from either the *Visits* or *Billing* page.

The screenshot shows the 'BILLING' section of the Member Portal. The left sidebar has 'Billing' selected. The main content area shows a table of visits with columns: MEMB..., DATE, CHECK IN TIME, CHECK OUT TIME, EMPLOYEE, SERVICE, APPT ID, PAYER, STATUS, and ATTESTATION. The first row is highlighted with a red box around the three vertical dots in the ATTESTATION column.

MEMB...	DATE	CHECK IN TIME	CHECK OUT TIME	EMPLOYEE	SERVICE	APPT ID	PAYER	STATUS	ATTESTATION
BOB GRANT	05/30/2024	10:38 AM	11:58 AM	Will Wollden	T1019	22316	Iowa	Completed	Complete
BOB GRANT	05/30/2024	08:32 AM	10:33 AM	Will Wollden	T1019	22315	Iowa	Completed (Manual)	No Attestation

Select the 3 vertical dots to access the *Visit Details* page

The dropdown menu shows the following options: Visit Details, Authorization Details, Member Details, and Attest.

Accessing Service Documentation

- From the Visit Details page, click on the 'CARE PLAN' tab at the top of the screen

The screenshot shows the 'VISITS' section of a software interface. A list of visits is displayed on the left, with the selected visit on 05/30/2024 highlighted in blue. The main area shows the 'CARE PLAN' tab selected, which is highlighted with a red box. The 'CARE PLAN' tab is one of several tabs: APPOINTMENTS, VISITS, DETAILS, ALERTS, and CARE PLAN. The 'CARE PLAN' tab is currently active, showing a table of service documentation for the selected visit.

- Under the *CARE PLAN* tab, members can see which tasks were completed during that visit

A blue arrow points from the 'CARE PLAN' tab in the previous screenshot to this close-up view. The 'CARE PLAN' tab is active, and a table of service documentation is displayed. The table has columns for ACTIVITY, FREQUENCY, COMMENT, RESPONSE, SERVICE PROCEDURE CODE, MODIFIER, and WAIVER TYPE. The first row shows 'N-4 Toileting' with a frequency of 'None', a response of 'Completed', and no service procedure code, modifier, or waiver type. The table also includes a 'FILTERS' section and a 'Rows per page: 5' indicator.

ACTIVITY	FREQUENCY	COMMENT	RESPONSE	SERVICE PROCEDURE CODE	MODIFIER	WAIVER TYPE
N-4 Toileting	None		Completed	None	None	None

Using the Member Portal – Export Visit Data

Members can export visit details from either the *Visits* or *Billing* page.

- To export, click on the **check box** for each visit you wish to include in your export (or the entire list).
- Next, look for the "**EXPORT TO FILE**" button, located at the bottom left corner of the list to generate and download a file containing the selected visit details.

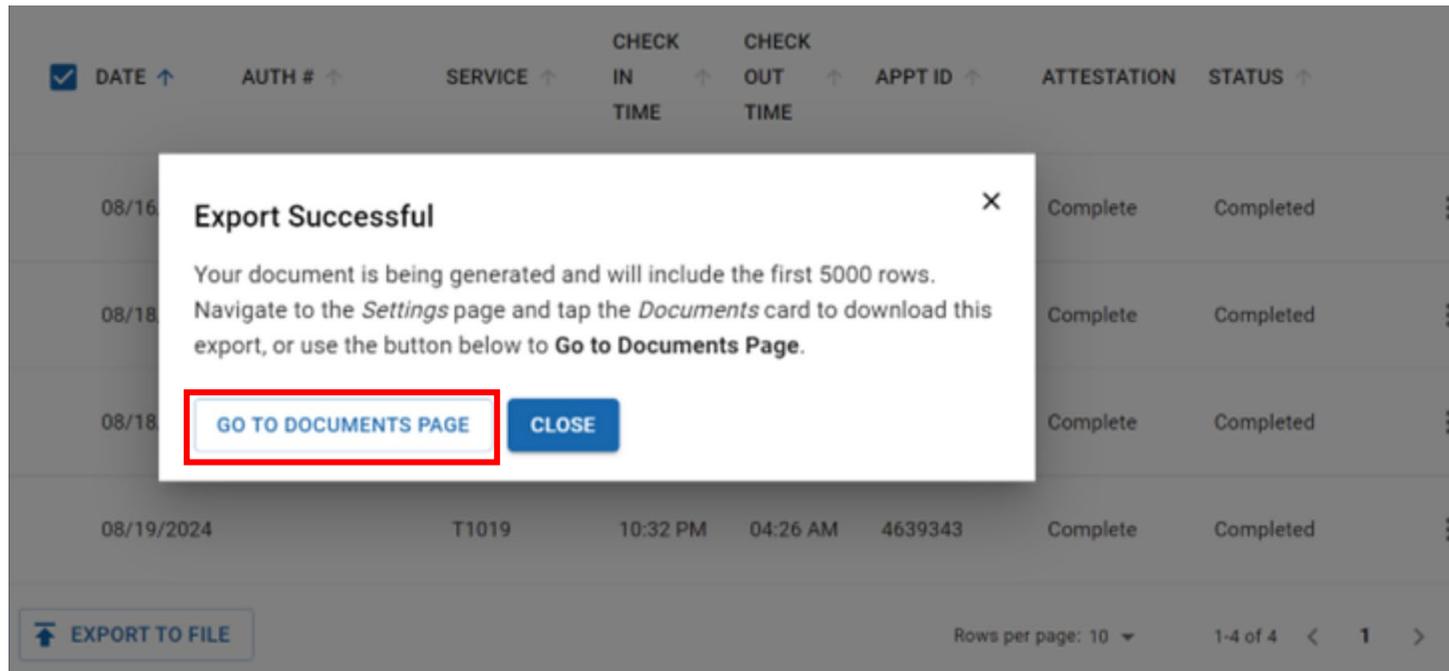
The screenshot displays the 'BILLING' section of the CareBridge Member Portal. The left sidebar contains navigation options: Authorizations, Appointments, Visits, Billing (highlighted with a blue bar and a red arrow), Members, and Settings. The main content area shows a 'FILTERS' section with 'Sort by' set to 'Date' and 'Saved Filters' set to 'Select a saved filter...'. Below this is a table of visit records. The first two rows have checkboxes highlighted with red boxes. The 'EXPORT TO FILE' button is also highlighted with a red box at the bottom left of the table. The table columns are: MEMB..., DATE, CHECK IN TIME, CHECK OUT TIME, EMPLOYEE, SERVICE, APPT ID, PAYER, STATUS, and ATTESTATION. The first row shows a visit for BOB GRANT on 05/30/2024 at 10:38 AM, completed by Will Wollden. The second row shows a visit for BOB GRANT on 05/30/2024 at 08:32 AM, completed (Manual) by Will Wollden.

<input type="checkbox"/>	MEMB...	DATE	CHECK IN TIME	CHECK OUT TIME	EMPLOYEE	SERVICE	APPT ID	PAYER	STATUS	ATTESTATION
<input type="checkbox"/>	BOB GRANT	05/30/2024	10:38 AM	11:58 AM	Will Wollden	T1019	22316	Iowa	Completed	Complete
<input type="checkbox"/>	BOB GRANT	05/30/2024	08:32 AM	10:33 AM	Will Wollden	T1019	22315	Iowa	Completed (Manual)	No Attestation

Using the Member Portal – Export Visit Data

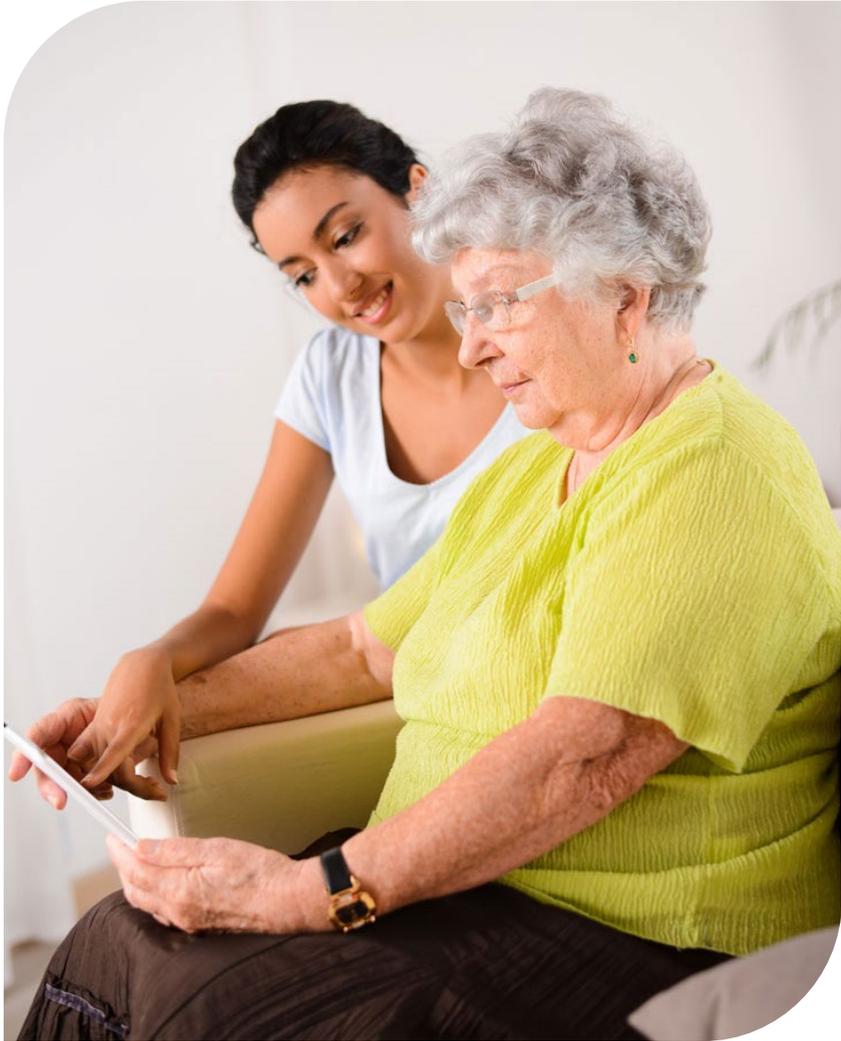
To access your downloaded list, select **“GO TO DOCUMENTS PAGE”**.

- Once on this page, you can download and open the file
- You will find the column **Care Plan Tasks** available, along with other relevant items.



	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	
1	CANCELLED	TIMEZONE	OBSERVE	EVV VEND	STATUS	EVV CHEC	EVV CHEC	VISIT DUR.	VISIT UN	CARE PLAN	EVV CHECK IN	LOCATION	EVV DIS
2	America/C	Did you nc	CareBridg	Complete	07:19 pm	11:11 pm	231.85	15.5	8 Financial and scheduling assistance, N-10 Communication, N-12 Medication assistance	1831 Grand Avenue, Davenport, IA 52803	Distance: 0 miles	0 miles	
3	America/C	Did you nc	CareBridg	Complete	11:02 pm	05:52 am	409.42	27.25	N-1 Dressing, N-2 Bathing, grooming, personal hygiene, N-3 Meal prep and feeding, N-4 Toileting, N-6 Essen	1831 GRAND AVENUE,		0 miles	

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Still Need Help?

Iowa Quick Links

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

[Member Resources](#): Here you will find resources and videos directly related to use of the CCO Member Portal.

If you have any questions or need help, call the CareBridge Support Center at **(844) 343-3653** or email us at iaevv@carebridgehealth.com.