CAREBRIDGE

IA Stakeholder Session

Iowa Home Health Services EVV 837i Claim Changes

September 24, 2024

Agenda

- Project Overview
- Progress Update
- 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

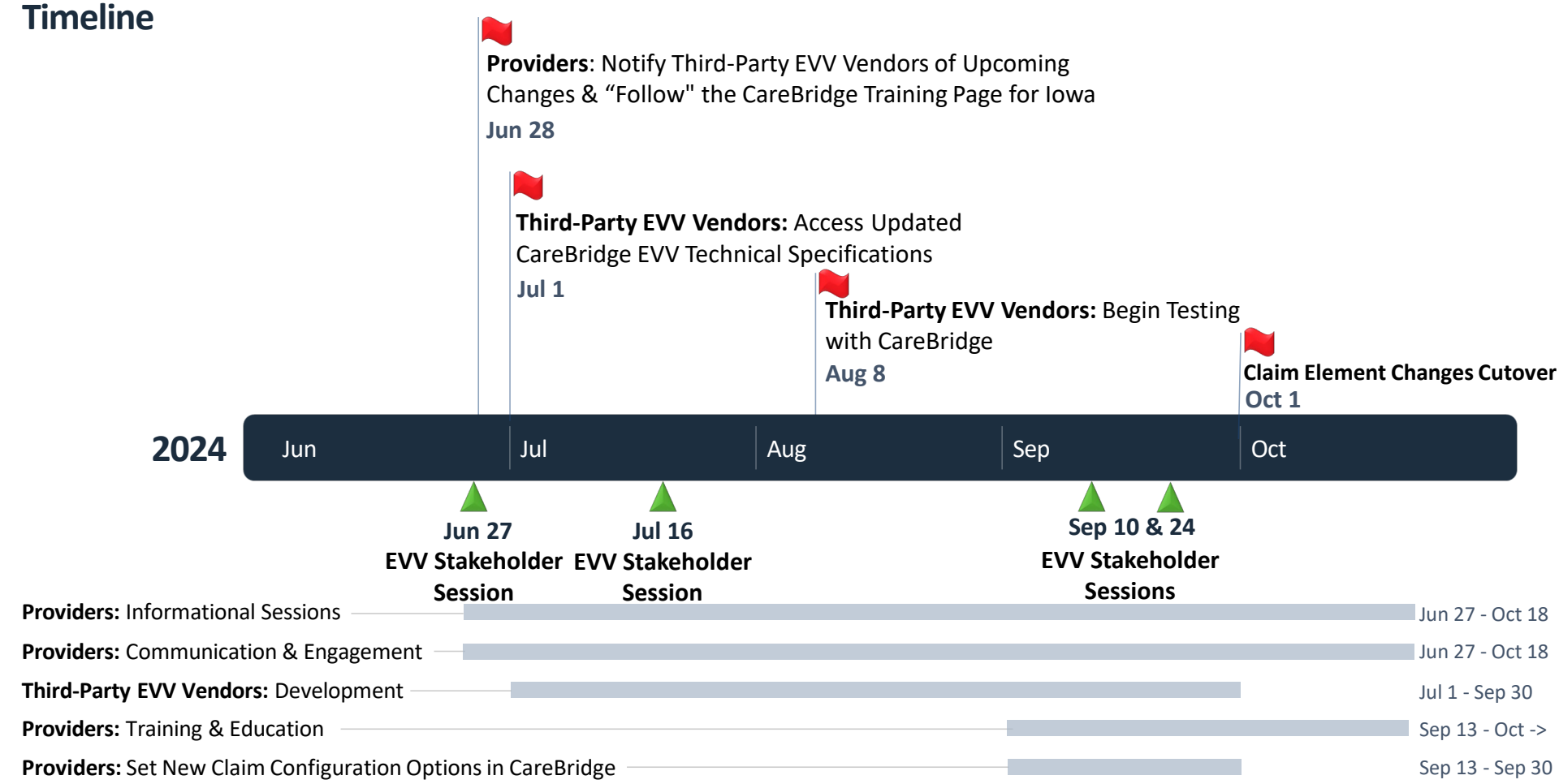
- CareBridge is the EVV and data aggregation solution selected by IA health plans to support IA Home and Community Based Services (HCBS) and Home Health providers in complying with the EVV requirements of the 21st Century Cures Act
- As guideposts of the implementation design, we strive to serve providers 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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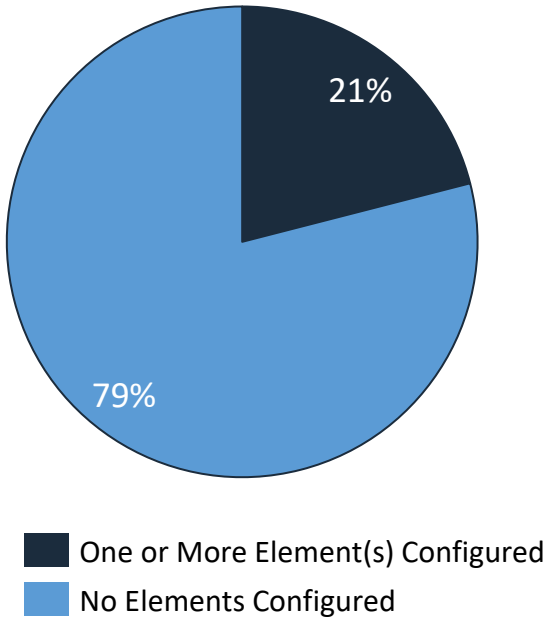
HHS 837i Claim Element Configuration Progress Update

As of September 20, 2024, one week after deploying the HHS 837i claim element configuration settings option, CareBridge, the MCOs, and Iowa Medicaid have observed that **21%** of providers (22) have successfully set their configuration settings.

Please note that every claim element must have a corresponding configuration setting selected

Claim Element Configuration

% of Unique Providers Across all MCOs



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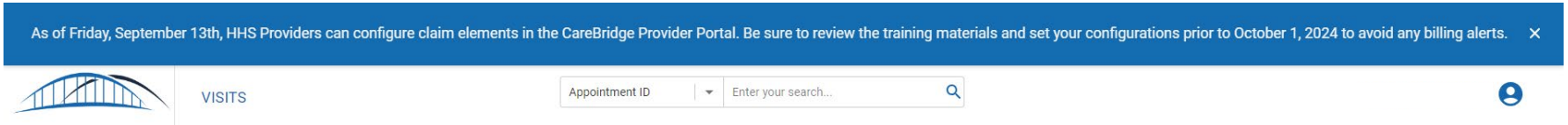
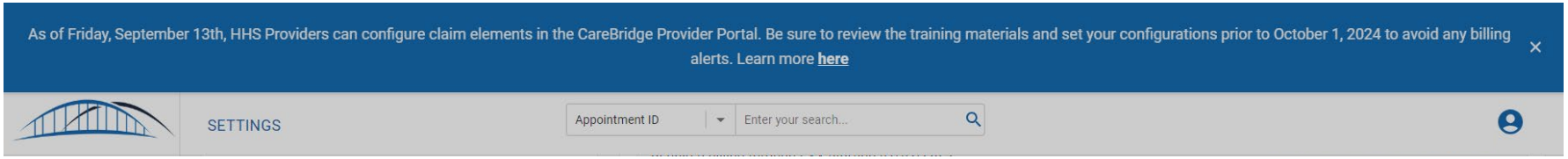
CareBridge Provider Portal Banner

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.



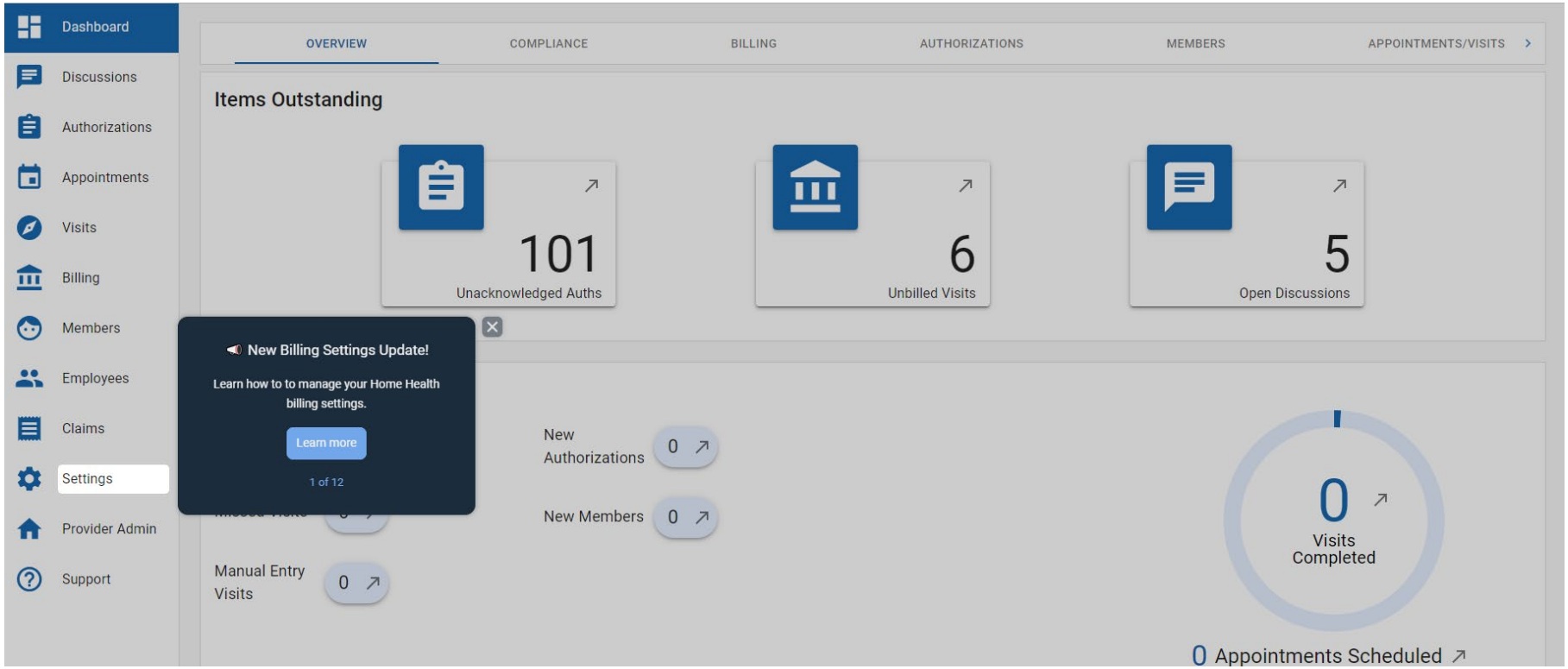


In addition, CareBridge and the MCOs will be tracking progress on provider selection. A report will be shared with Iowa Medicaid, Iowa Total Care, Molina Healthcare of Iowa, and Wellpoint Iowa to keep all stakeholders informed on progress.

Self-Guided Settings Tour

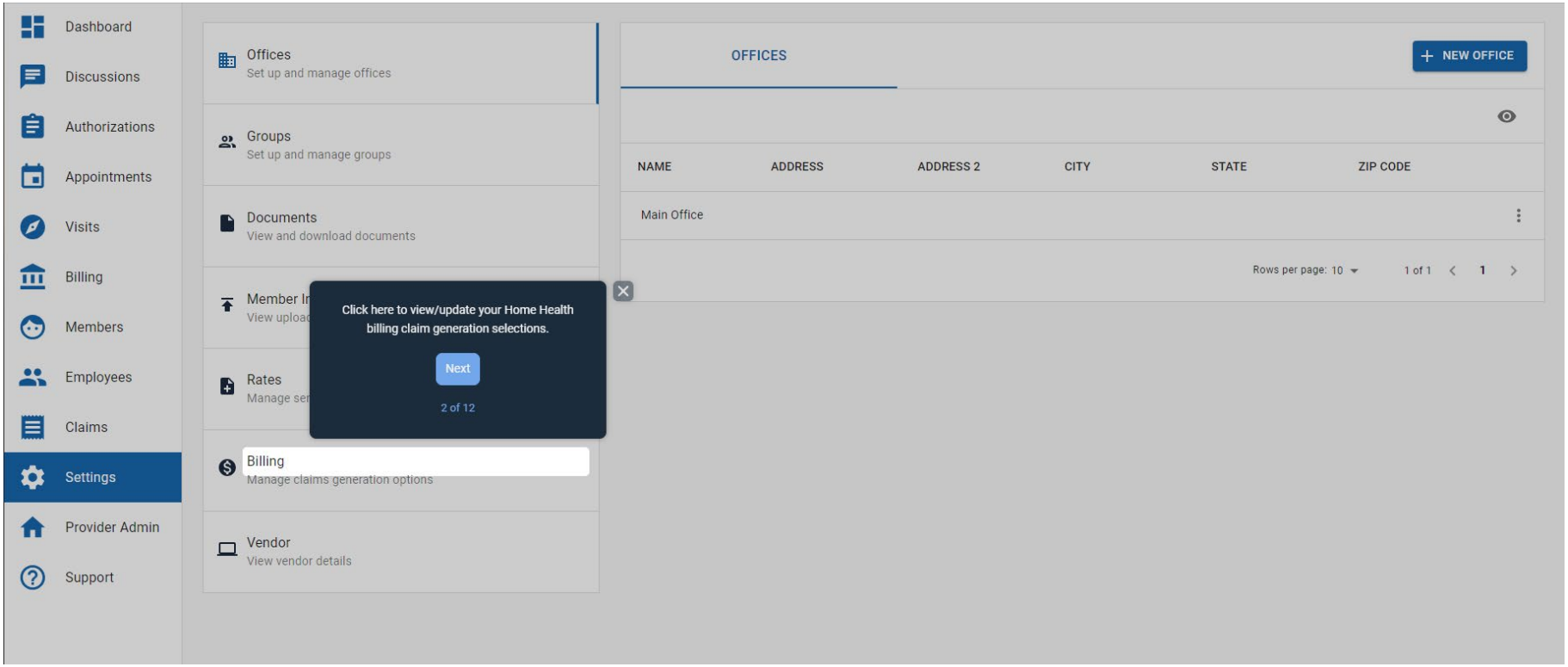
Starting on **September 13th**, after signing in to the CareBridge Provider portal, you'll be guided through a self-paced tour that walks you through configuring the new 837i data claiming element settings.

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



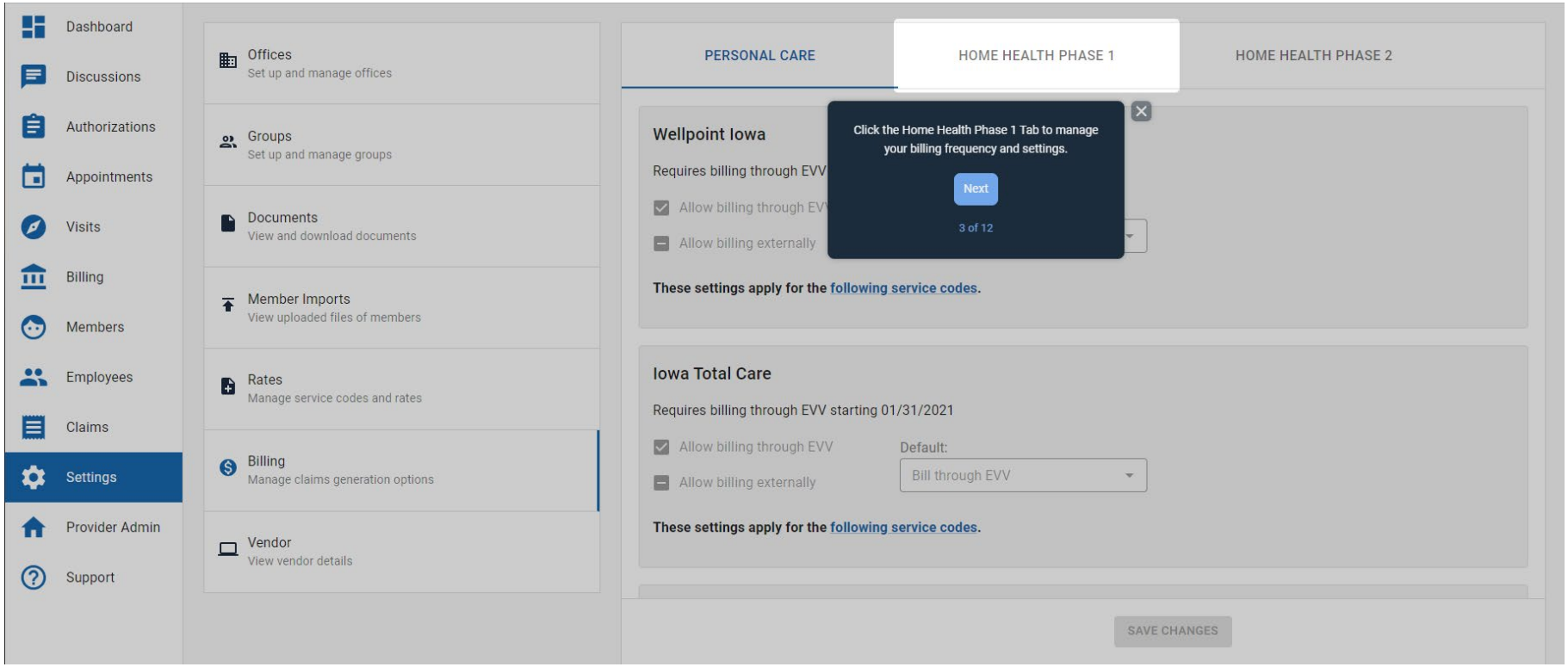
Self-Guided Settings Tour

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



Self-Guided Settings Tour

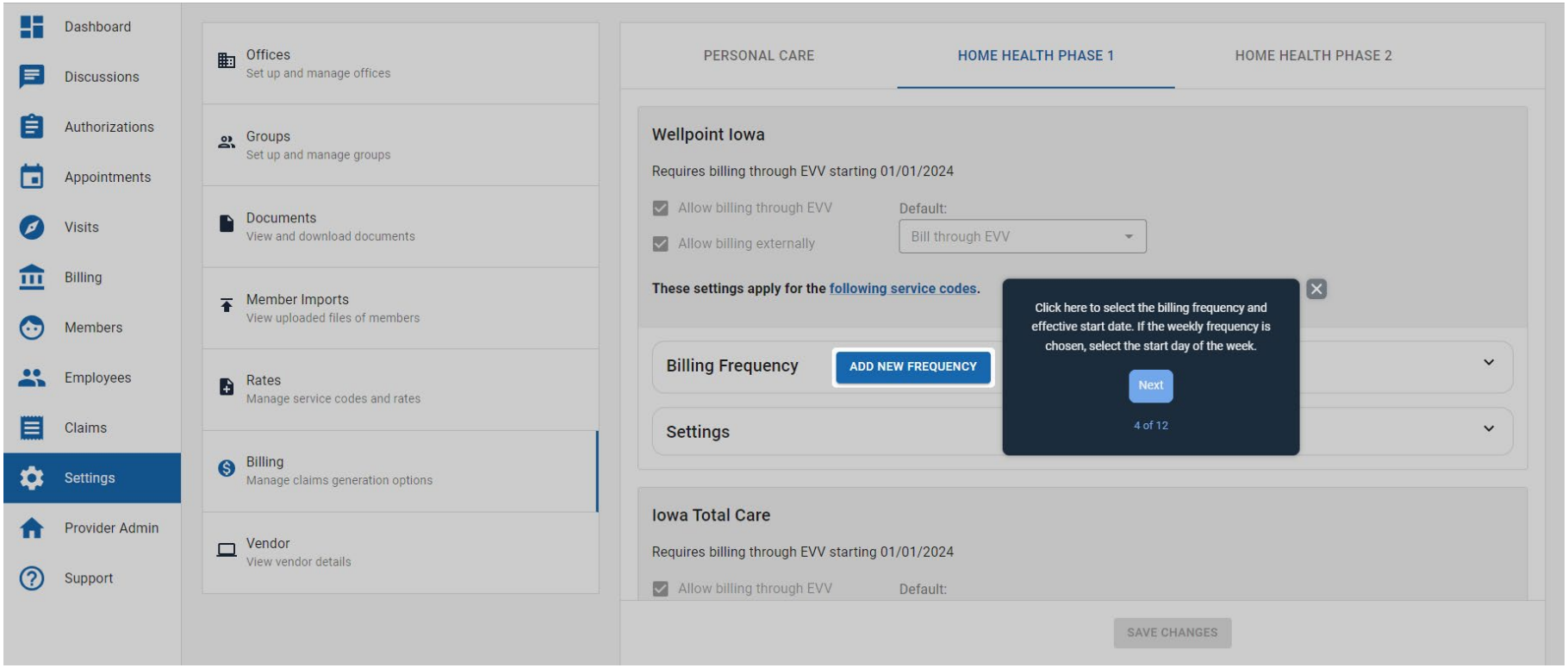
The tour will appear each time you log in until you either complete the 12 steps or dismiss it. Be cautious to not dismiss the tour before finishing, as you may miss important guidance on the necessary steps.



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

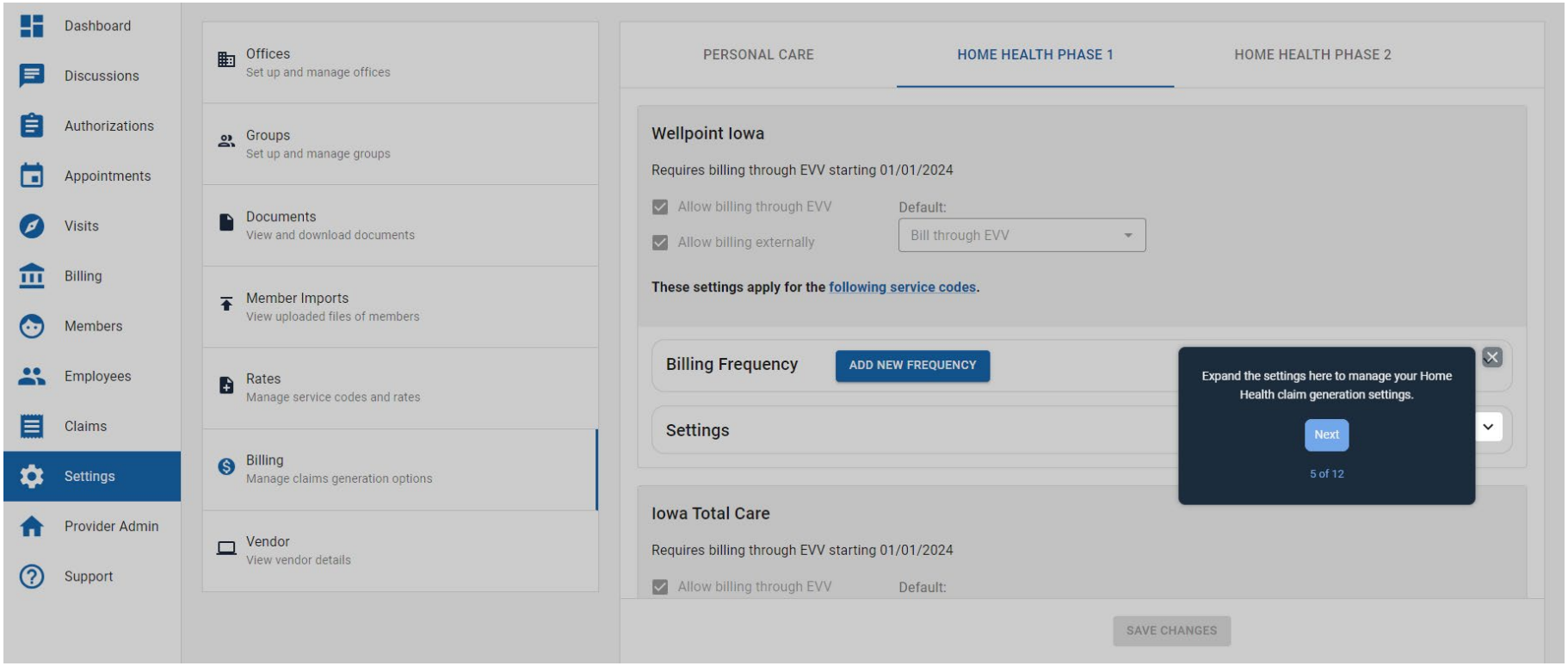
Self-Guided Settings Tour

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



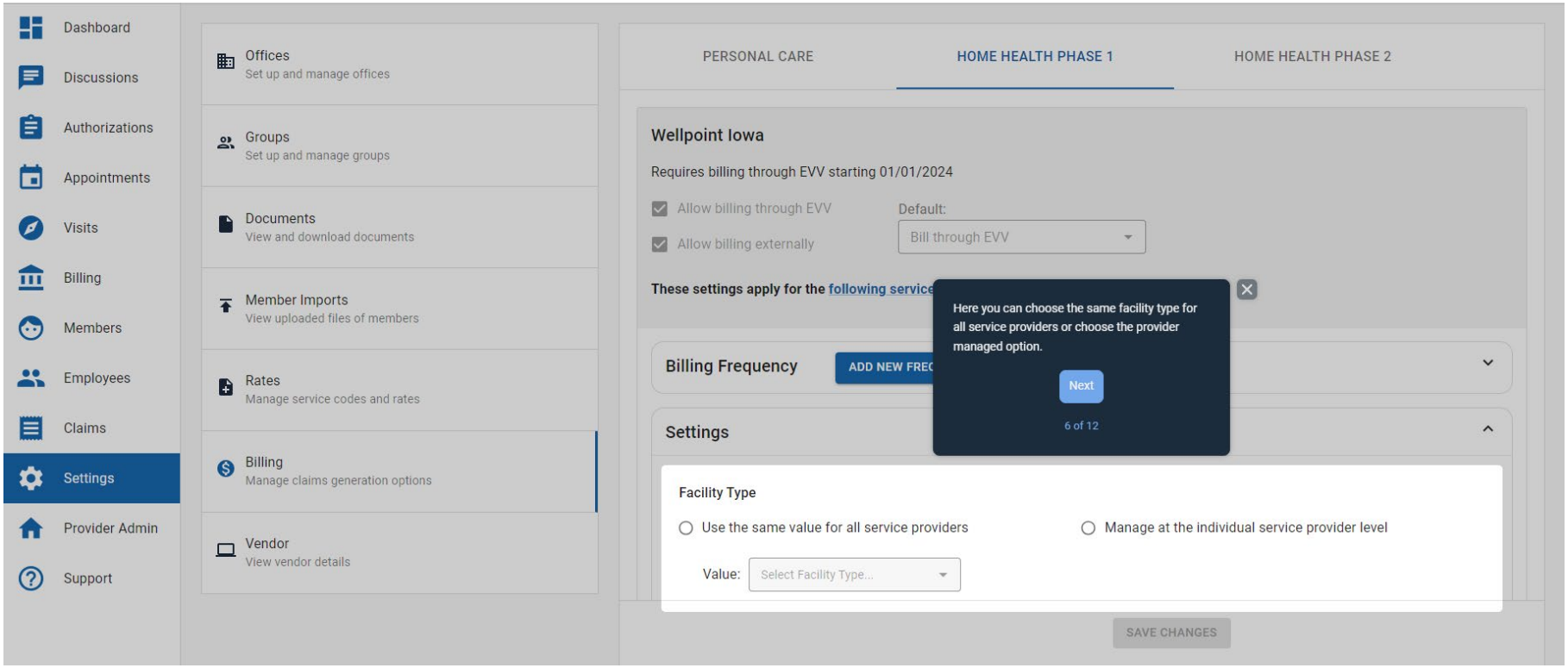
Self-Guided Settings Tour

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



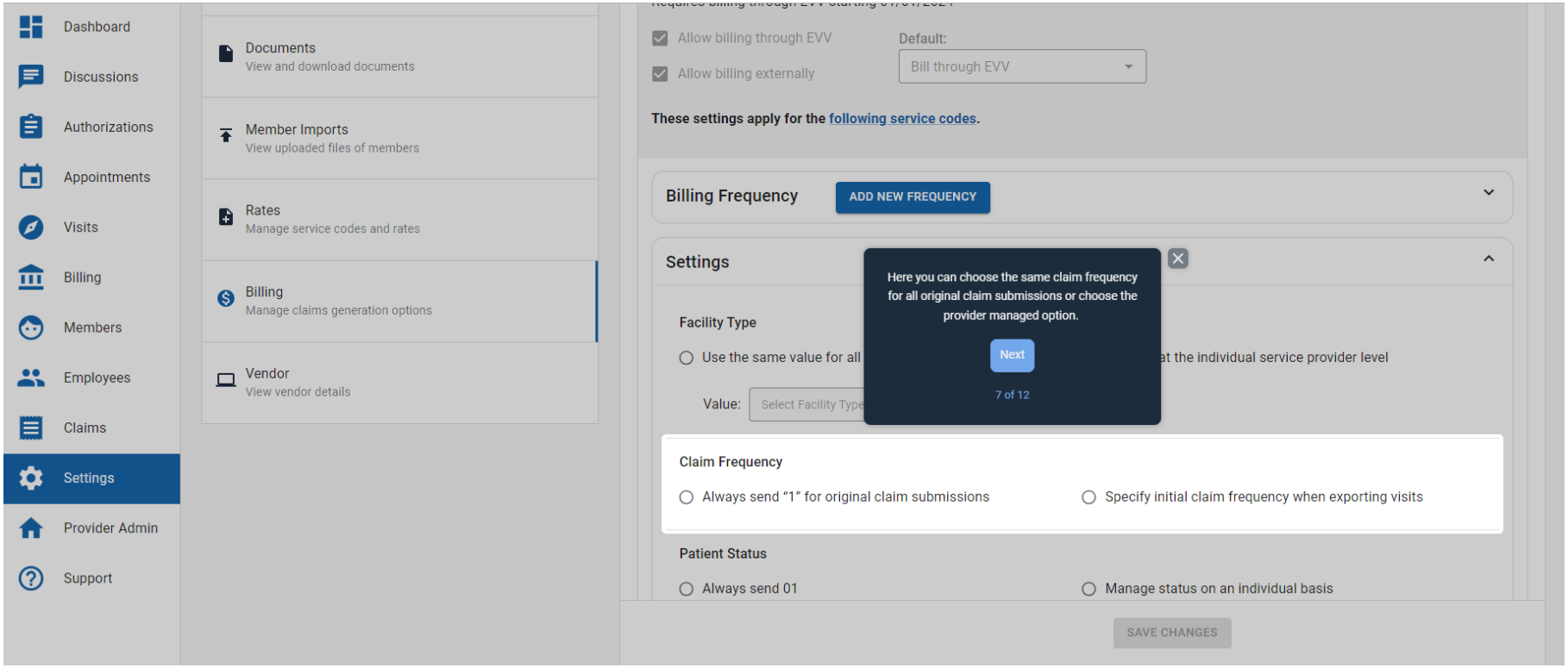
Self-Guided Settings Tour

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.



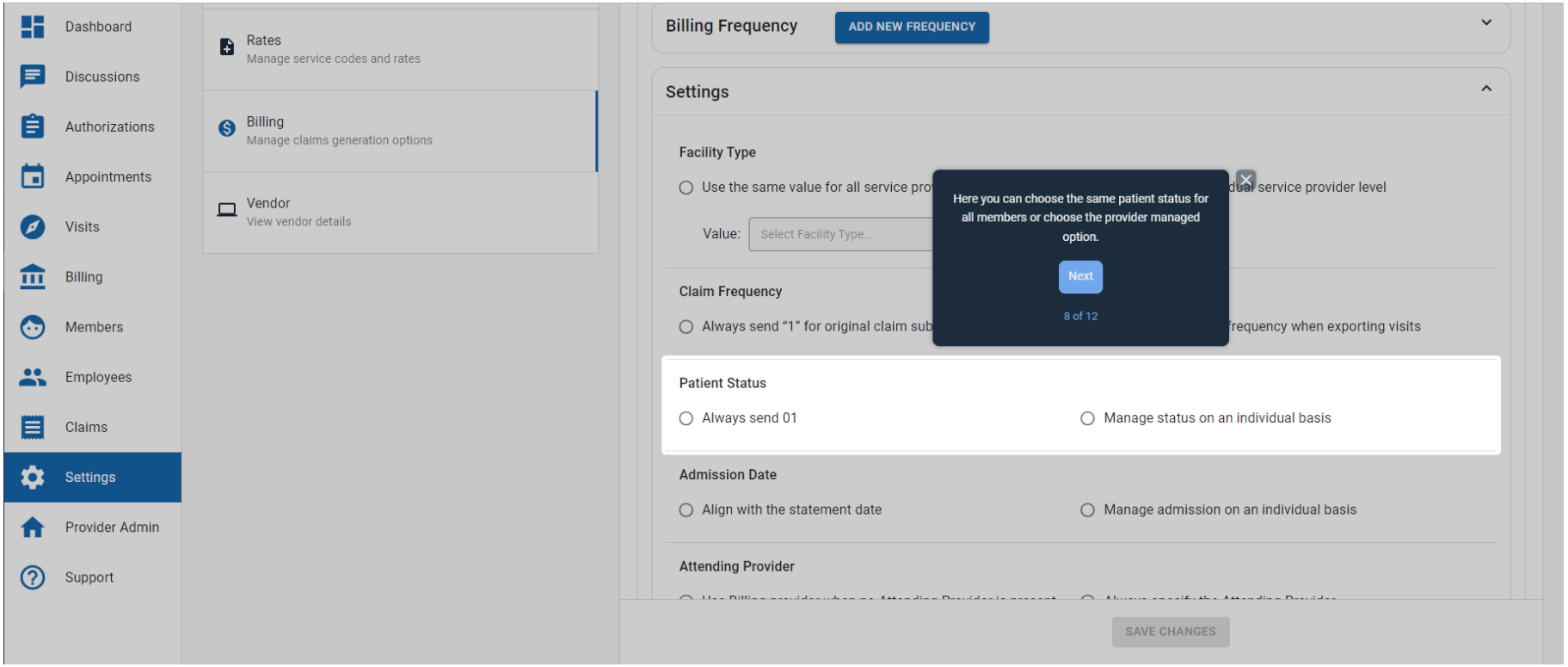
Self-Guided Settings Tour

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.



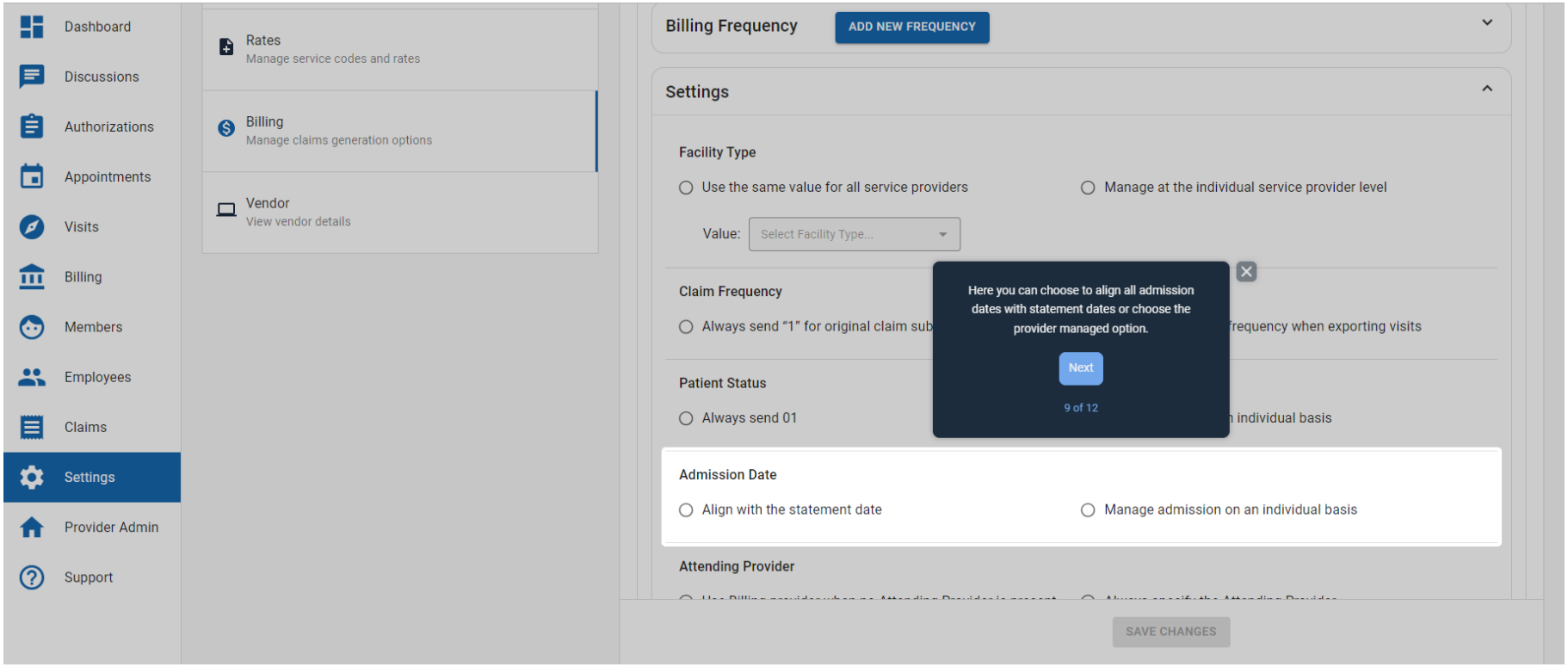
Self-Guided Settings Tour

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



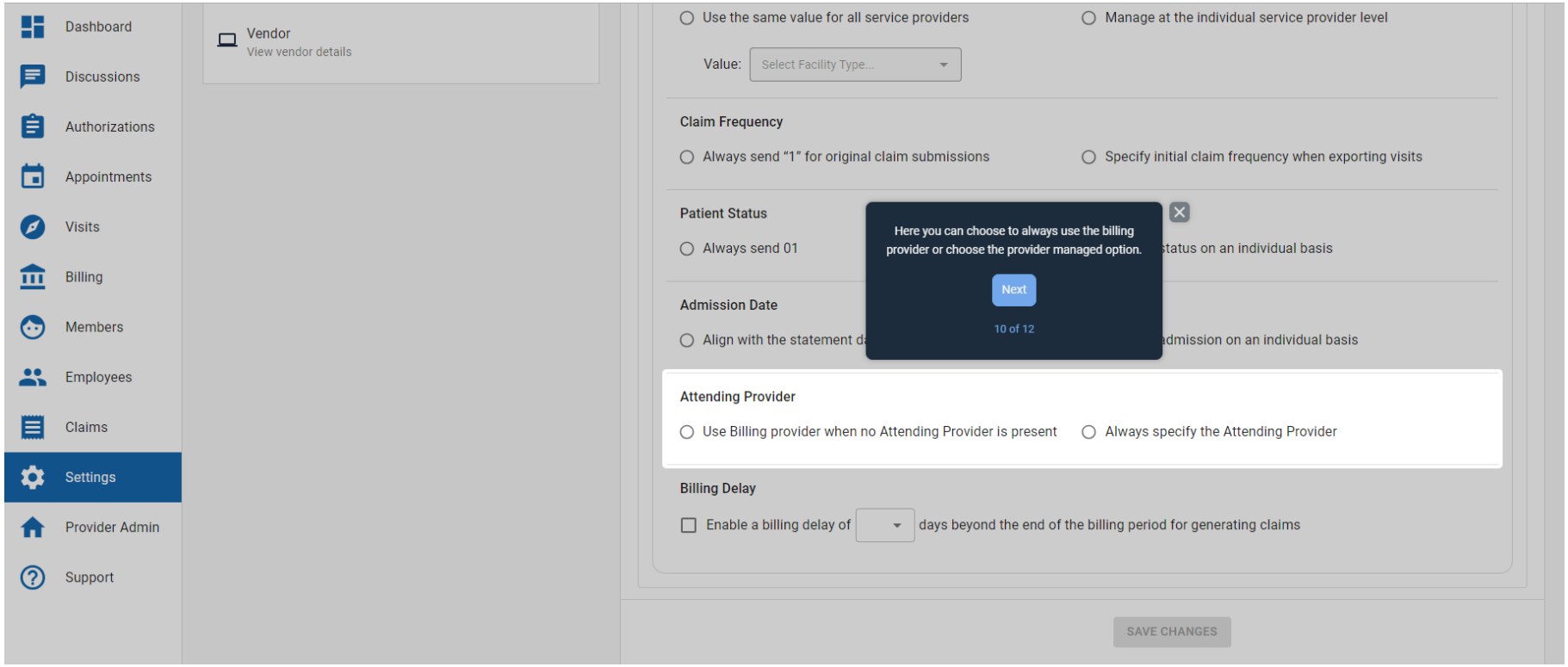
Self-Guided Settings Tour

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.



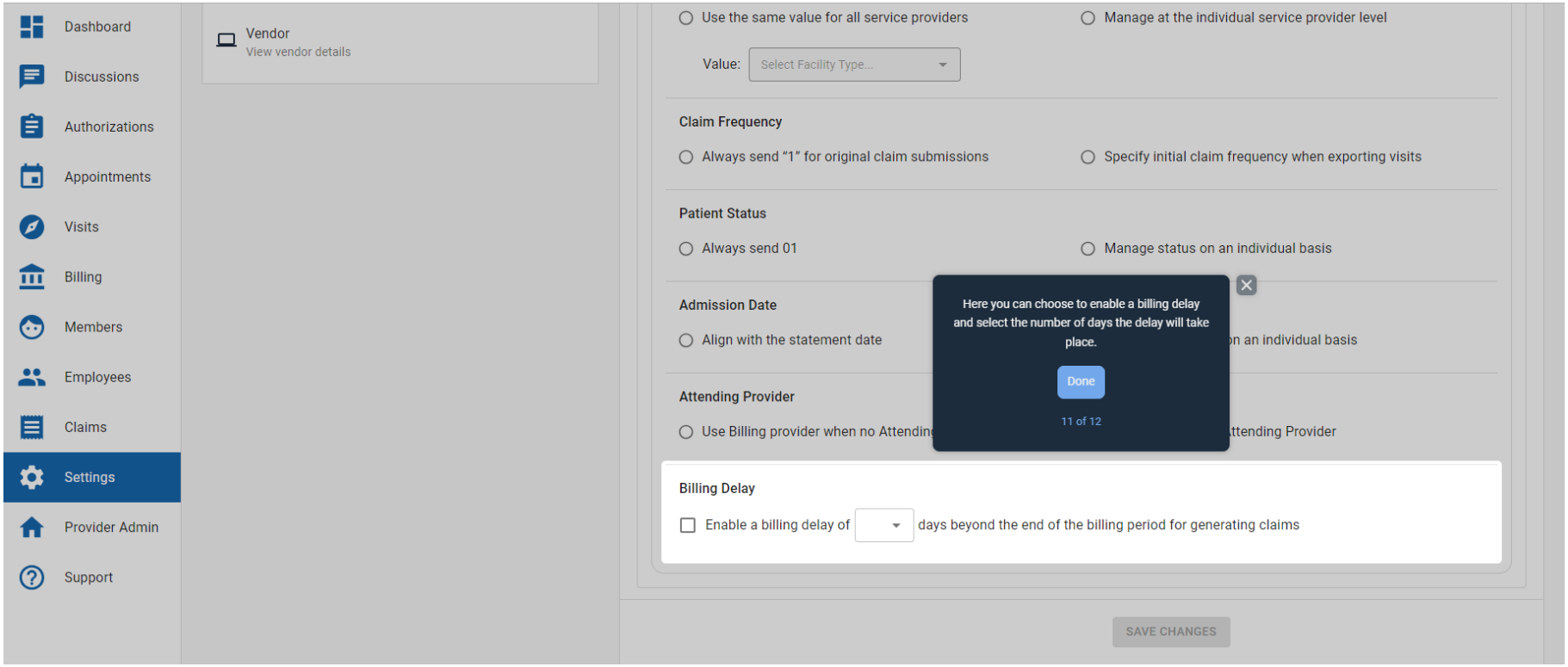
Self-Guided Settings Tour

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.



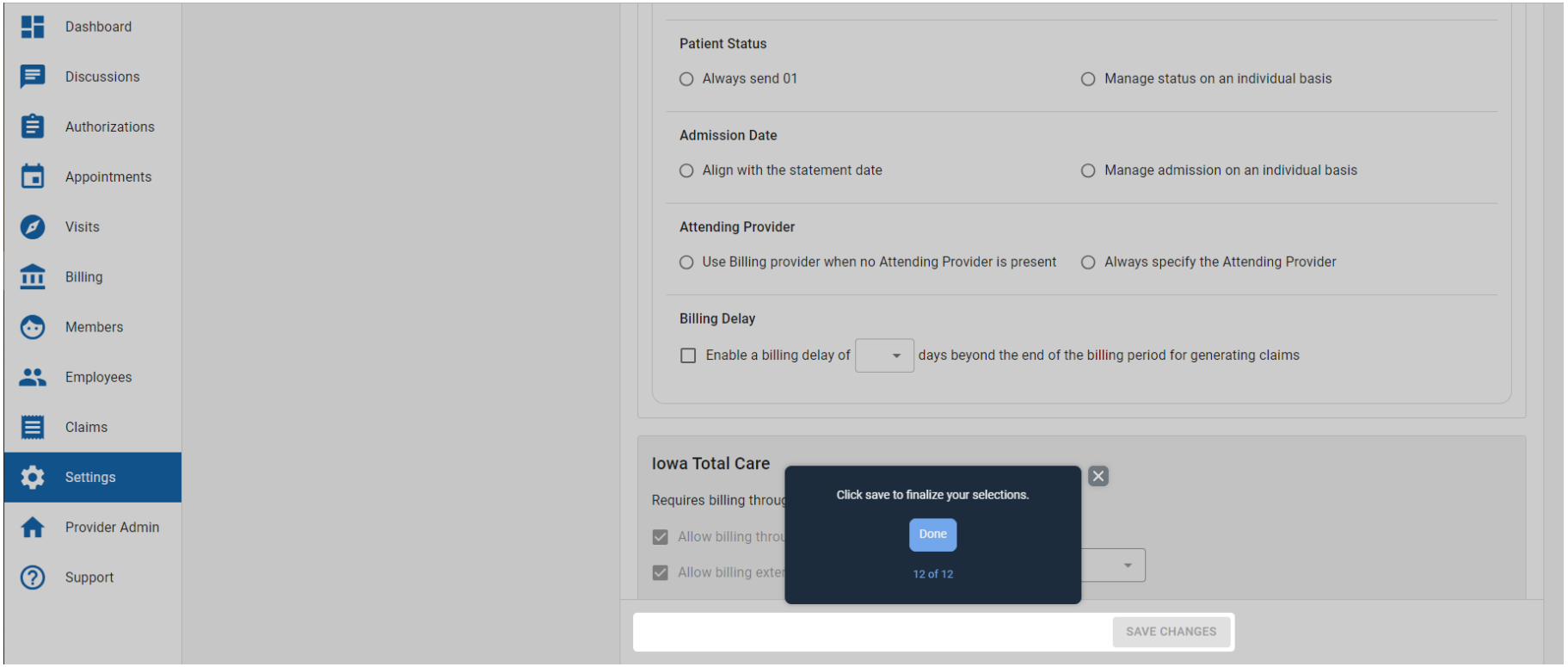
Self-Guided Settings Tour

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.



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.



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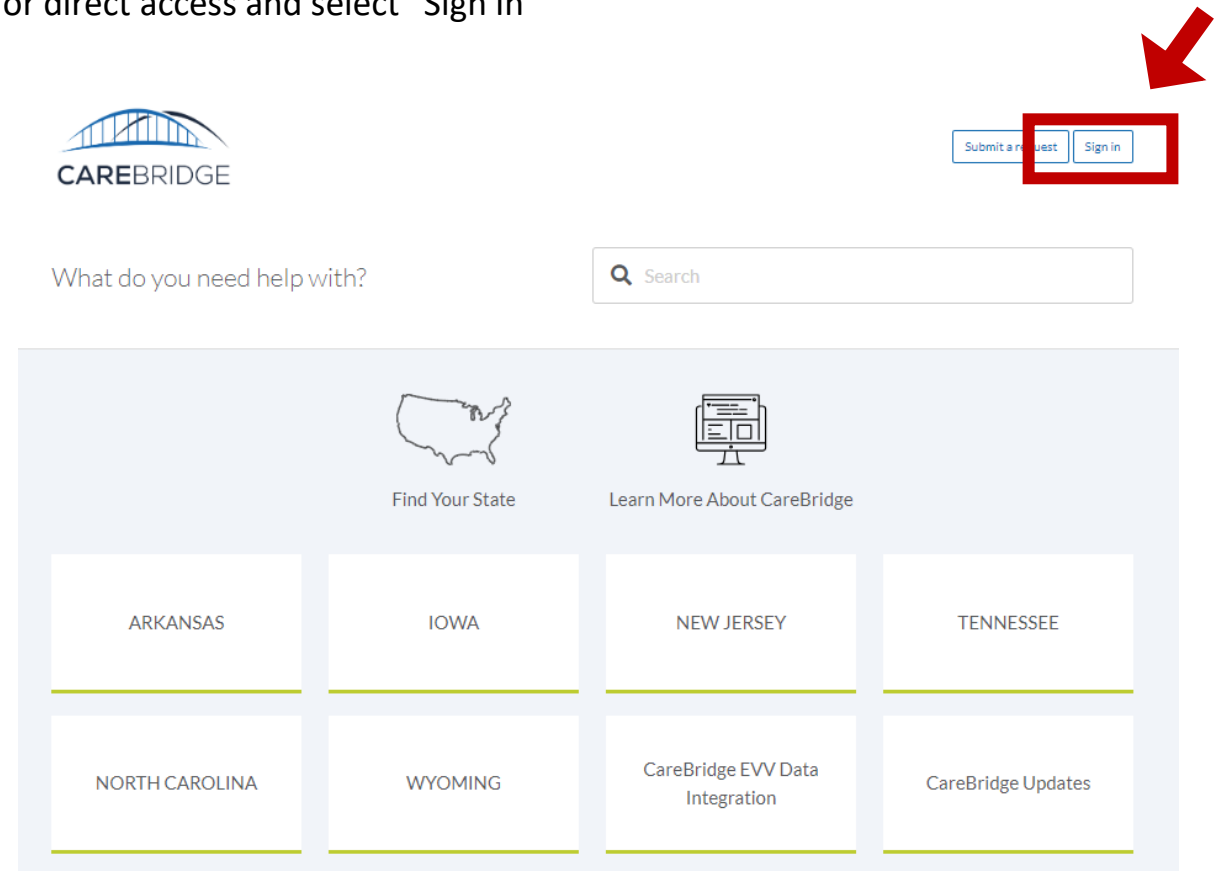
“Follow” Critical Resources

1.) Visit the CareBridge Resource Library

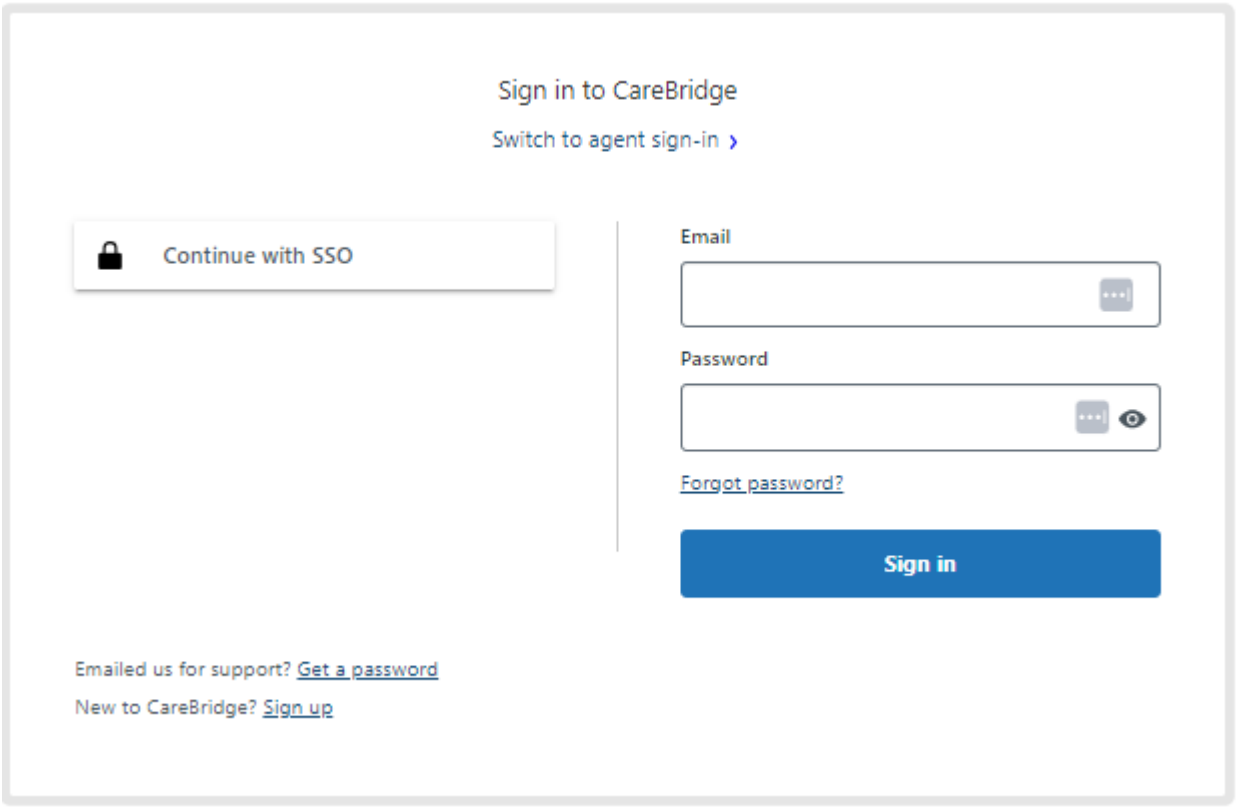
- Click here for direct access and select “Sign In”



“Follow” Critical Resources

2.) Sign In or Create an Account

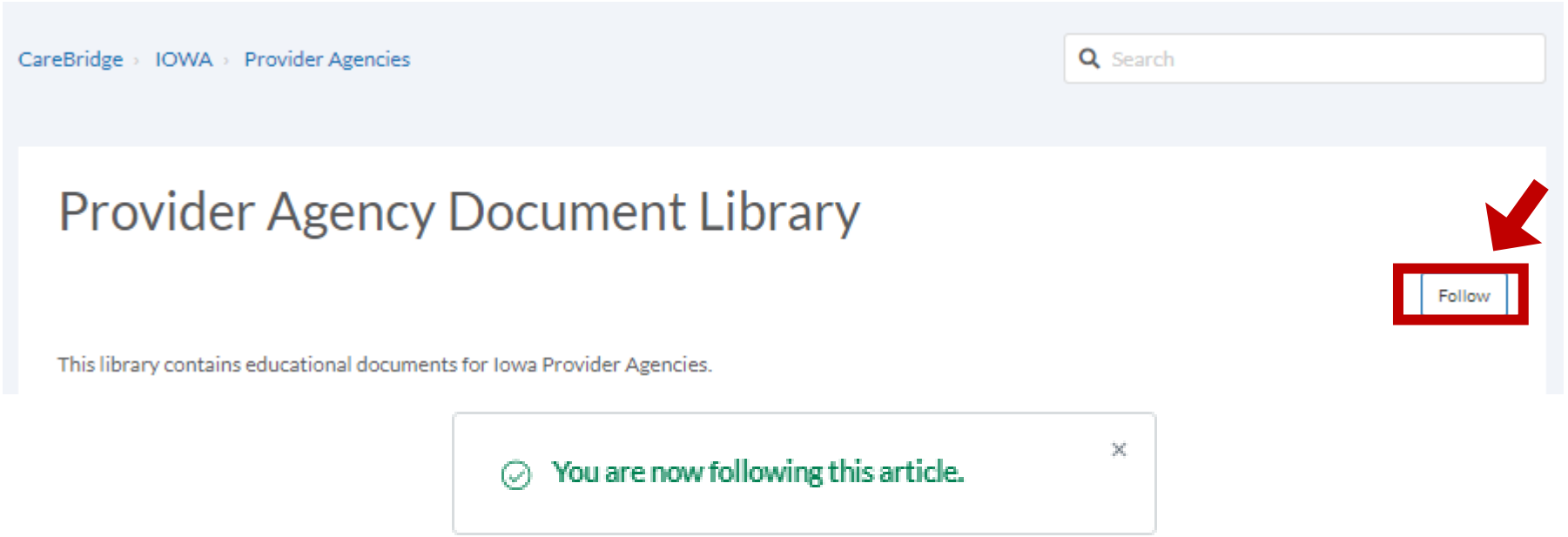
- If you already have an account, sign in using your credentials.
- If you do not have an account, create one by following the registration instructions on the sign-in page.



“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.

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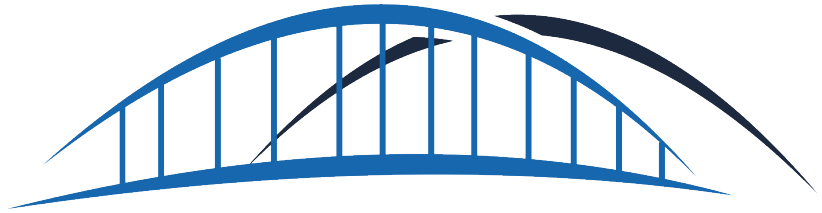

Placeholder for Walk-thru of Training Companion Guides

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