



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**

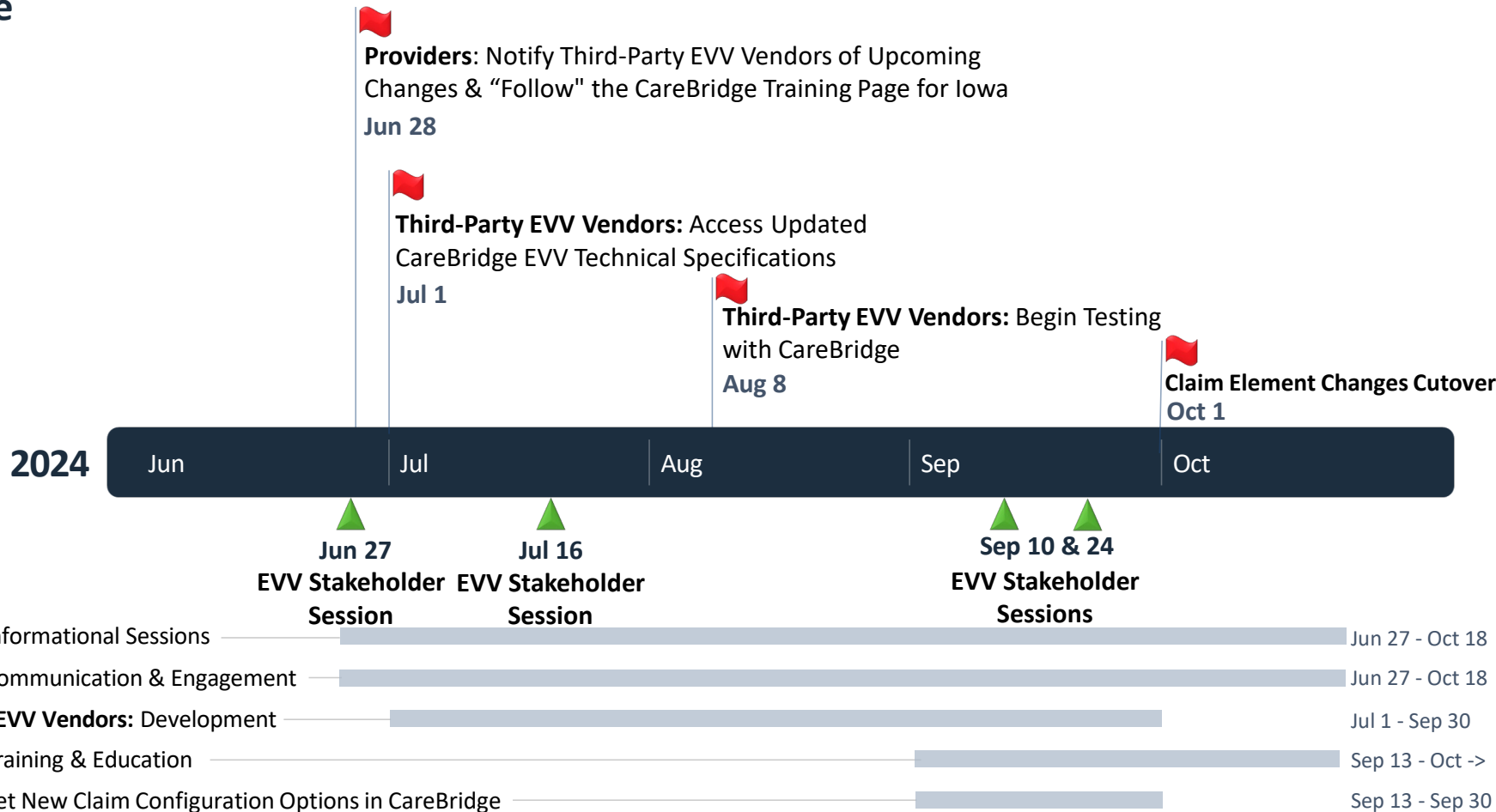
Historical Overview

- 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

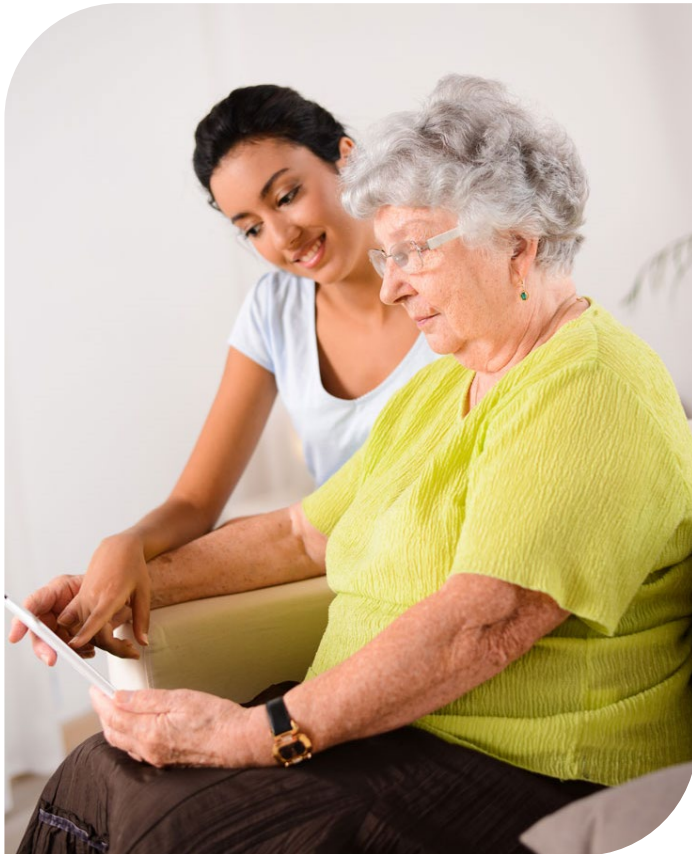
Timeline & Critical Activities

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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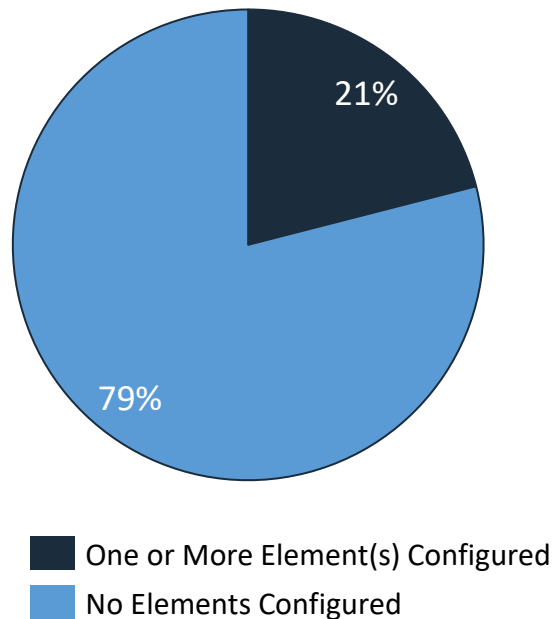
HHS 837i Claim Element Configuration Progress Update

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



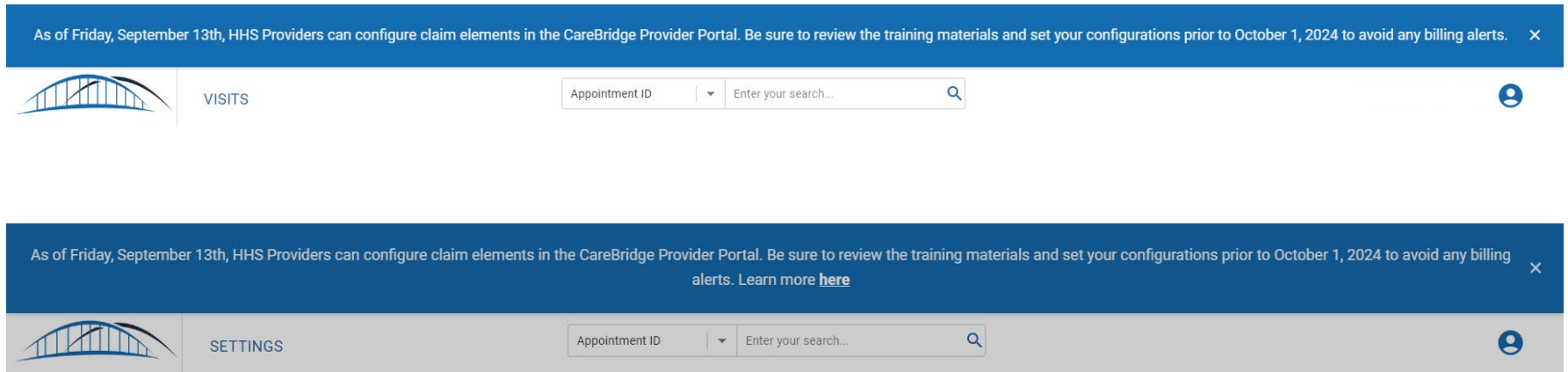
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CareBridge Provider Portal Banner

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**.

The screenshot displays the CareBridge Provider portal dashboard. A dark blue notification box is overlaid on the left side, titled "New Billing Settings Update!". The notification text reads: "Learn how to manage your Home Health billing settings." Below the text is a blue button labeled "Learn more" and a small "1 of 12" indicator. The dashboard itself features a top navigation bar with tabs for OVERVIEW, COMPLIANCE, BILLING, AUTHORIZATIONS, MEMBERS, and APPOINTMENTS/VISITS. The main content area is titled "Items Outstanding" and contains three large metric cards: "101 Unacknowledged Auths" (with a clipboard icon), "6 Unbilled Visits" (with a building icon), and "5 Open Discussions" (with a speech bubble icon). Below these cards are smaller metrics: "New Authorizations 0", "New Members 0", and "Manual Entry Visits 0". On the right side, there is a large circular gauge showing "0 Visits Completed" and "0 Appointments Scheduled". A left sidebar menu includes options like Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support.

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 with a sidebar menu on the left and a main content area on the right. The sidebar menu includes items like Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area shows a section titled 'OFFICES' with a '+ NEW OFFICE' button and a table with columns: NAME, ADDRESS, ADDRESS 2, CITY, STATE, and ZIP CODE. A tooltip box is overlaid on the 'Billing' menu item, containing the text 'Click here to view/update your Home Health billing claim generation selections.' and a 'Next' button.

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 progress indicator '3 of 12'. A dark blue tour overlay box 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.

The screenshot displays the 'Settings' page for 'Wellpoint Iowa' under the 'HOME HEALTH PHASE 1' tab. The interface includes a left-hand navigation menu with 'Settings' selected. The main content area shows configuration options for 'Wellpoint Iowa' and 'Iowa Total Care'. For 'Wellpoint Iowa', there are checkboxes for 'Allow billing through EVV' and 'Allow billing externally', with a 'Default:' dropdown menu set to 'Bill through EVV'. A modal dialog is overlaid on the 'Billing Frequency' dropdown, with the text: 'Click here to select the billing frequency and effective start date. If the weekly frequency is chosen, select the start day of the week.' The modal has a 'Next' button and indicates '4 of 12' steps. At the bottom right, there is a 'SAVE CHANGES' button.

Self-Guided Settings Tour

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

The screenshot displays the 'Settings' page for 'Wellpoint Iowa' in the 'HOME HEALTH PHASE 1' section. 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 divided into three tabs: PERSONAL CARE, HOME HEALTH PHASE 1 (selected), and HOME HEALTH PHASE 2. Under 'HOME HEALTH PHASE 1', there are sections for 'Wellpoint Iowa' and 'Iowa Total Care'. The 'Wellpoint Iowa' section includes a note 'Requires billing through EVV starting 01/01/2024', two checked checkboxes for 'Allow billing through EVV' and 'Allow billing externally', and a dropdown menu for 'Default:' set to 'Bill through EVV'. Below this, it states 'These settings apply for the following service codes.' and shows 'Billing Frequency' with an 'ADD NEW FREQUENCY' button and 'Settings' with a dropdown arrow. The 'Iowa Total Care' section also has a note 'Requires billing through EVV starting 01/01/2024' and a checked checkbox for 'Allow billing through EVV'. A 'SAVE CHANGES' button is at the bottom right. A dark blue tooltip box is overlaid on the 'Settings' dropdown, containing the text: 'Expand the settings here to manage your Home Health claim generation settings.' and a 'Next' button. The page number '5 of 12' is visible at the bottom of the tooltip.

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 'Requires billing through EVV starting 01/01/2024' and 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 is overlaid on the 'Settings' section, stating: 'Here you can choose the same facility type for all service providers or choose the provider managed option.' The 'Facility Type' section has two radio buttons: 'Use the same value for all service providers' (selected) and 'Manage at the individual service provider level'. Below the radio buttons is a 'Value:' dropdown menu with the text 'Select Facility Type...'. A 'SAVE CHANGES' button is located at the bottom right of the settings area.

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 two columns. The left column contains menu items: Documents (View and download documents), Member Imports (View uploaded files of members), Rates (Manage service codes and rates), Billing (Manage claims generation options), and Vendor (View vendor details). The right column shows settings for EVV (Employer-Verified Visits). It includes checkboxes for 'Allow billing through EVV' and 'Allow billing externally', with a 'Default:' dropdown set to 'Bill through EVV'. Below this, it states 'These settings apply for the following service codes.' A 'Billing Frequency' section has an 'ADD NEW FREQUENCY' button. The 'Settings' section is partially obscured by a dark blue tooltip that reads: 'Here you can choose the same claim frequency for all original claim submissions or choose the provider managed option.' with a 'Next' button. Below the tooltip, the 'Facility Type' section has a radio button for 'Use the same value for all' and a 'Value:' dropdown set to 'Select Facility Type'. The 'Claim Frequency' section has two radio buttons: 'Always send "1" for original claim submissions' and 'Specify initial claim frequency when exporting visits'. The 'Patient Status' section has 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 'Billing Frequency' and includes an 'ADD NEW FREQUENCY' button. Below this is a 'Settings' section with the following options:

- Facility Type:** Use the same value for all service providers Use the same value for all service providers at the individual service provider level. Value: Select Facility Type...
- Claim Frequency:** Always send "1" for original claim submission Always send "1" for original claim submission frequency when exporting visits. 8 of 12
- Patient Status:** Always send 01 Manage status on an individual basis
- Admission Date:** Align with the statement date Manage admission on an individual basis
- Attending Provider:** Use Billing provider as the Attending Provider in export Always specify the Attending Provider

A dark blue tooltip box is overlaid on the 'Facility Type' section, containing the text: "Here you can choose the same patient status for all members 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 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 'on 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 the Attending Provider' and 'Always specify the Attending Provider'.

A dark blue tooltip box is overlaid on the 'Patient Status' 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.

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' and includes a 'View vendor details' link. The settings are organized into sections: 'Use the same value for all service providers' (selected) and 'Manage at the individual service provider level' (unselected); 'Value:' with a 'Select Facility Type...' dropdown; 'Claim Frequency' with 'Always send "1" for original claim submissions' (selected) and 'Specify initial claim frequency when exporting visits' (unselected); 'Patient Status' with 'Always send 01' (selected) and 'status on an individual basis' (unselected); 'Admission Date' with 'Align with the statement date' (selected) and 'admission on an individual basis' (unselected). A dark blue tooltip box is overlaid on the 'Patient Status' section, containing the text: 'Here you can choose to always use the billing provider or choose the provider managed option.' and a 'Next' button. Below the tooltip, the 'Attending Provider' section is highlighted in white, showing 'Use Billing provider when no Attending Provider is present' (selected) and 'Always specify the Attending Provider' (unselected). The 'Billing Delay' section includes 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'. A 'SAVE CHANGES' button is located at the bottom right of the settings area.

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.

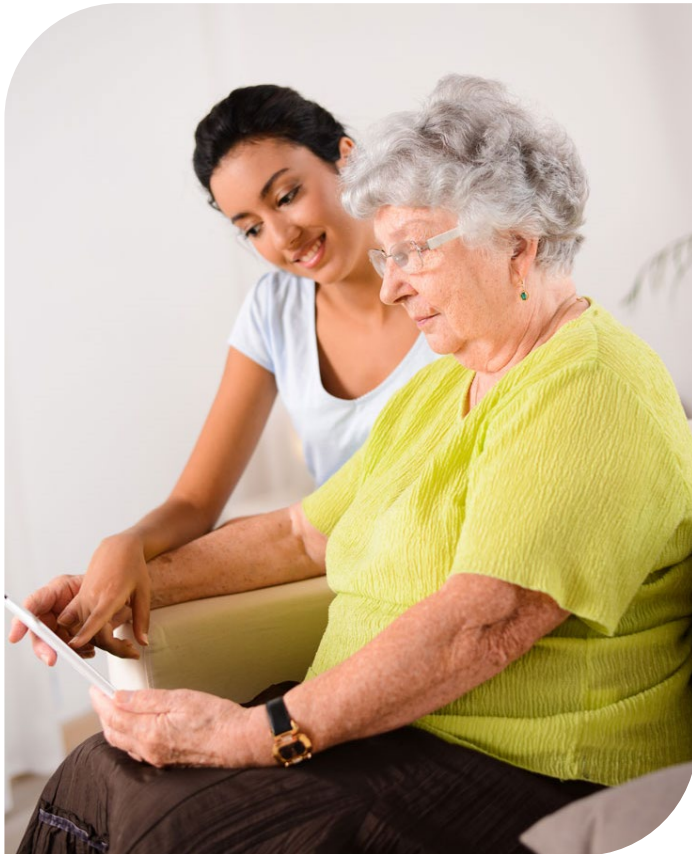
The screenshot displays the CareBridge settings interface. On the left is a navigation sidebar with options: Dashboard, Discussions, Authorizations, Appointments, Visits, Billing, Members, Employees, Claims, Settings (highlighted), Provider Admin, and Support. The main content area is titled 'Vendor' and includes a 'View vendor details' link. Below this, there are several configuration sections: 'Value' (with a 'Select Facility Type...' dropdown), 'Claim Frequency' (with options for 'Always send "1" for original claim submissions' and 'Specify initial claim frequency when exporting visits'), 'Patient Status' (with options for 'Always send 01' and 'Manage status on an individual basis'), 'Admission Date' (with an option for 'Align with the statement date'), and 'Attending Provider' (with an option for 'Use Billing provider when no Attending...'). A dark blue tooltip box is overlaid on the 'Patient Status' 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. At the bottom of the settings area, there is a 'Billing Delay' section with a checkbox and a dropdown menu, followed by the text 'days beyond the end of the billing period for generating claims'. A 'SAVE CHANGES' button is located at the bottom right of the interface.

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 displays the 'Settings' page in a healthcare 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 shows settings for Patient Status, Admission Date, Attending Provider, and Billing Delay. A modal dialog box is open in the foreground, displaying the text "Click save to finalize your selections." with a "Done" button and "12 of 12" below it. A "SAVE CHANGES" button is visible at the bottom right of the settings area.

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“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

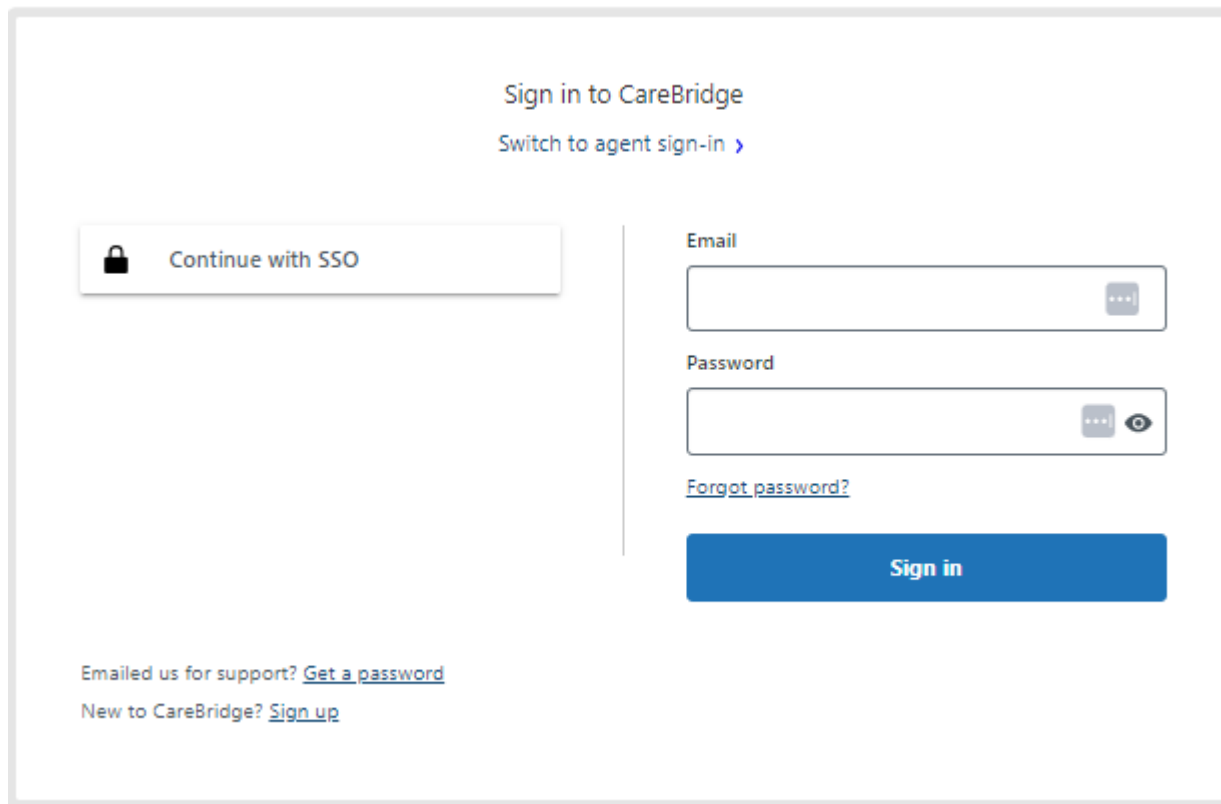
ARKANSAS IOWA NEW JERSEY TENNESSEE

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.

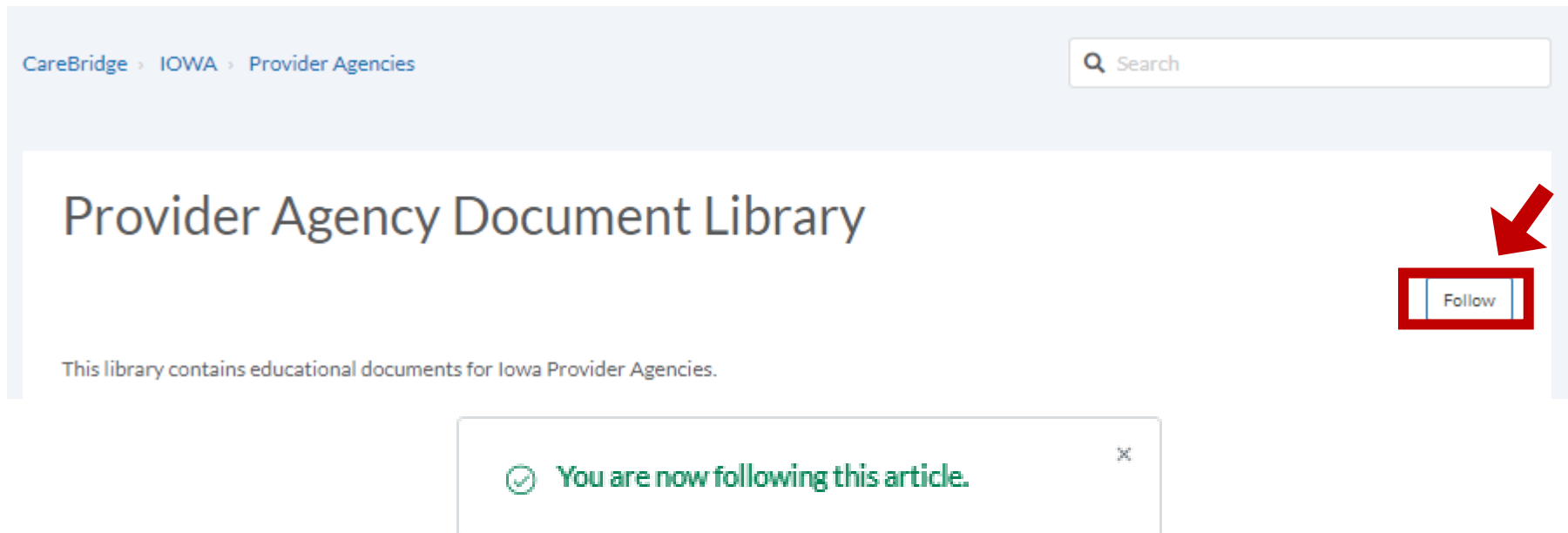


The screenshot shows the CareBridge sign-in interface. At the top, it says "Sign in to CareBridge" with a link to "Switch to agent sign-in". On the left, there is a button labeled "Continue with SSO" with a lock icon. On the right, there are two input fields: "Email" and "Password". The "Password" field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

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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