# IA Stakeholder Session

## Iowa Home Health Services EVV 837i Claim Changes
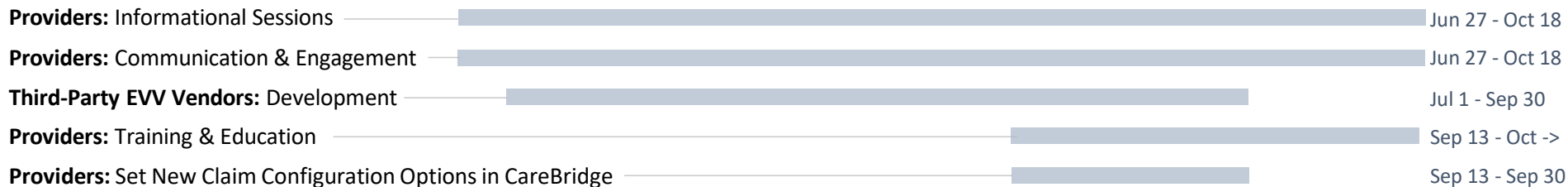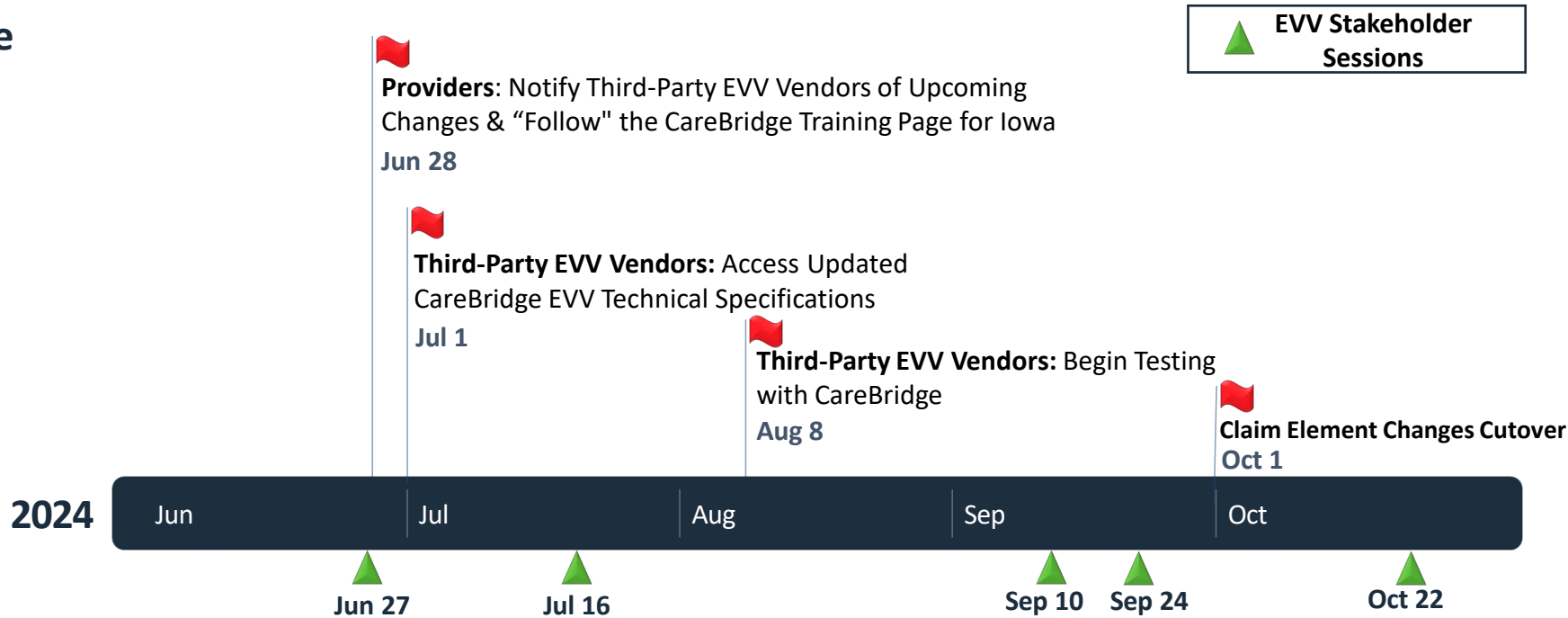
October 22, 2024

# Agenda



- Project Timeline & Critical Activities

- Claim Element Selection Progress Update

- Helpful Tips

- Resources

- Points of Contact

# Timeline & Critical Activities

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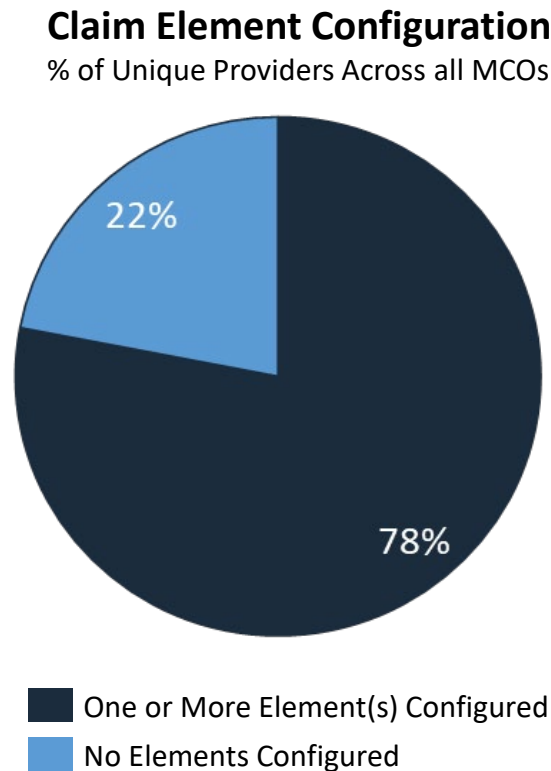
## Timeline

🚩 **Providers**: Notify Third-Party EVV Vendors of Upcoming Changes & "Follow" the CareBridge Training Page for Iowa
**Jun 28**

🚩 **Third-Party EVV Vendors:** Access Updated CareBridge EVV Technical Specifications
**Jul 1**

🚩 **Third-Party EVV Vendors:** Begin Testing with CareBridge
**Aug 8**

🚩 **Claim Element Changes Cutover**
**Oct 1**

▲ **EVV Stakeholder Sessions**

**2024** | Jun | Jul | Aug | Sep | Oct |

▲ **Jun 27**    ▲ **Jul 16**    ▲ **Sep 10**    ▲ **Sep 24**    ▲ **Oct 22**

| | |
|---|---|
| **Providers:** Informational Sessions | Jun 27 - Oct 18 |
| **Providers:** Communication & Engagement | Jun 27 - Oct 18 |
| **Third-Party EVV Vendors:** Development | Jul 1 - Sep 30 |
| **Providers:** Training & Education | Sep 13 - Oct -> |
| **Providers:** Set New Claim Configuration Options in CareBridge | Sep 13 - Sep 30 |

# HHS 837i Claim Element Configuration Progress Update

As of October 22, 2024, CareBridge, the MCOs, and Iowa Medicaid have observed that **78%** of providers (83) have successfully set their configuration settings.

*Please note that <u>every claim element</u> must have a corresponding configuration setting selected*

**Claim Element Configuration**
% of Unique Providers Across all MCOs



■ One or More Element(s) Configured
■ No Elements Configured

# Helpful Tips

We have been closely monitoring for any changes in claiming trends. Our analysis indicates an increase in the overall claim rejection percentage since October 1 when compared to the percentage prior to October 1.

One of the key risks flagged in relation to recent data element changes is the potential impact on clean claims rates.

- This occurs when certain combinations of data elements are incorrectly paired, leading to claim rejections.

    - **Example of an incorrect combination:**

        - Claim Frequency Code: '4' (Interim – last claim)

        - Patient Status Code: '30' (Remains a patient or is expected to return for outpatient services)

| | Clean Claims | Rejections | Clean Claim % |
|---|---|---|---|
| Pre 10/01 Claim Changes | 211,211 | 579 | **99.7%** |
| Post 10/01 Claim Changes | 19,647 | 1,141 | **94.5%** |

# 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.**

# 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