CAREBRIDGE

IA EVV Stakeholder Session

Portal Dashboards & Reporting
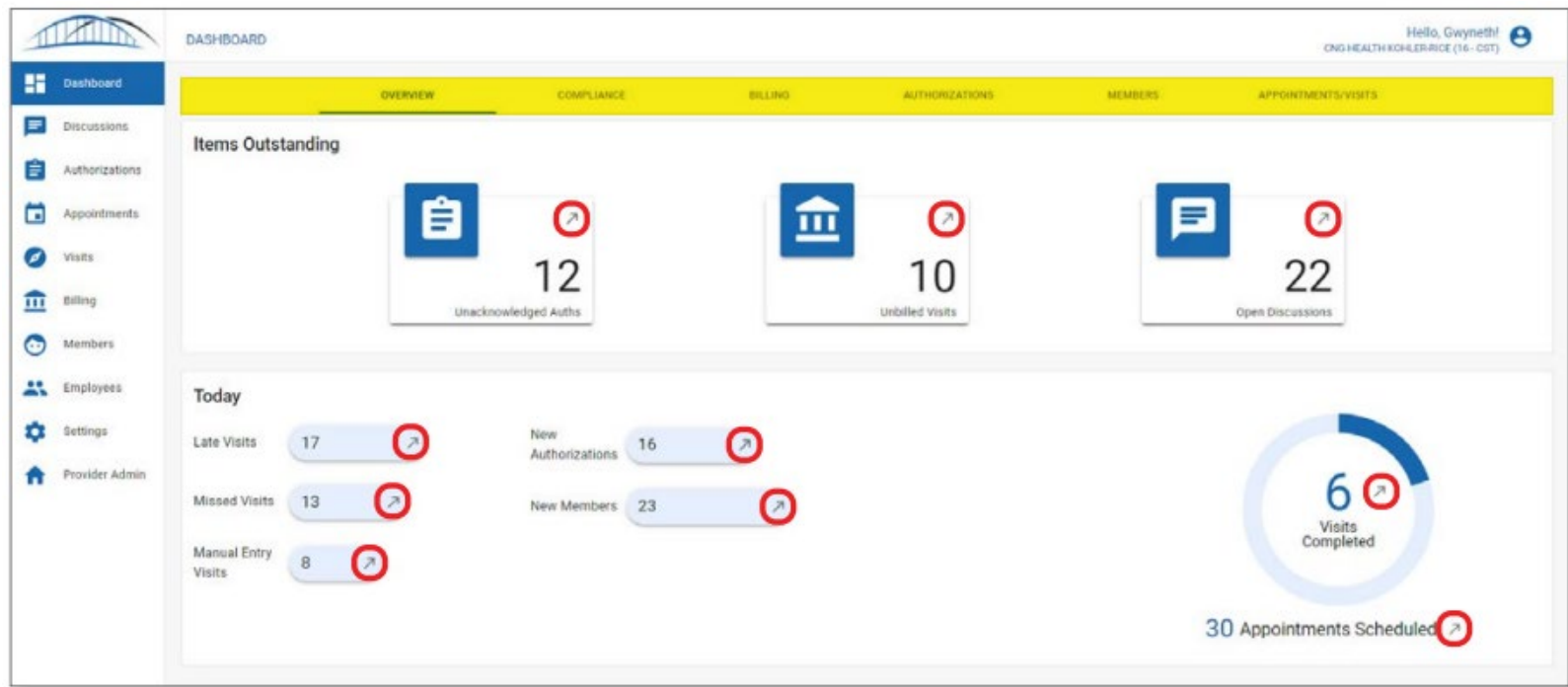
September 23, 2025

Dashboard & Reporting Overview

This is intended to introduce the features within the CareBridge platform that enables appropriate personnel to view key graphs, metrics, and data related to operational efficiency.
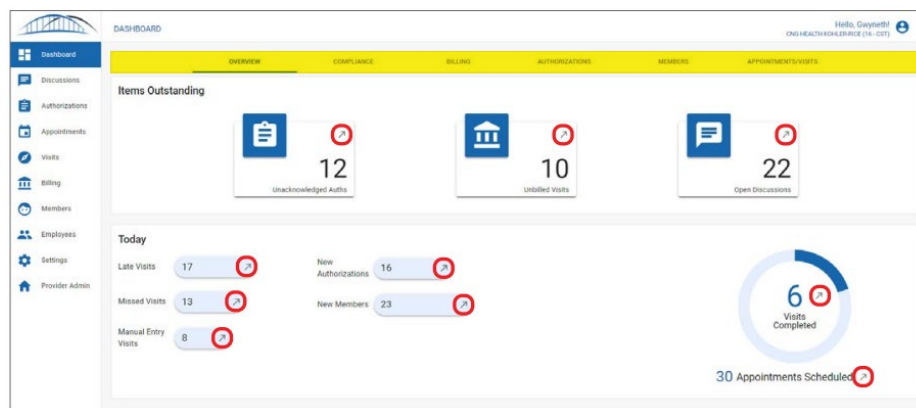
Dashboard

The CareBridge Dashboards allows visibility into key metrics to better prioritize and manage tasks on which action(s) may need to be taken. On the Dashboards page, there are tabs for each of the dashboards available (Figure 1).

Figure 1. Dashboard page

CareBridge Dashboards

Figure 1. Dashboard page

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Each of the dashboards can be filtered by date range or MCO. By selecting the arrow icon (Figure 1) on the top right corned of each metric or graph, the user will be taken to a report that displays the data and makes up that metric or graph.

- **Overview:** Metrics related to items that are outstanding or may require action and metrics related to operational efficiency.

- **Compliance:** Displays metrics to better understand how many completed visits are EVV-compliant and how many are the sources of non-compliance.

- **Billing:** This dashboard displays metrics related to the revenue cycle of completed visits.

- **Authorizations:** Helps personnel better understand the number of active authorizations and authorizations by service types.

- **Members:** This dashboard helps personnel explore the number of active members.

- **Appointments & Visits:** Metrics related to the number of scheduled appointments and completed visits.

Compliance Dashboard

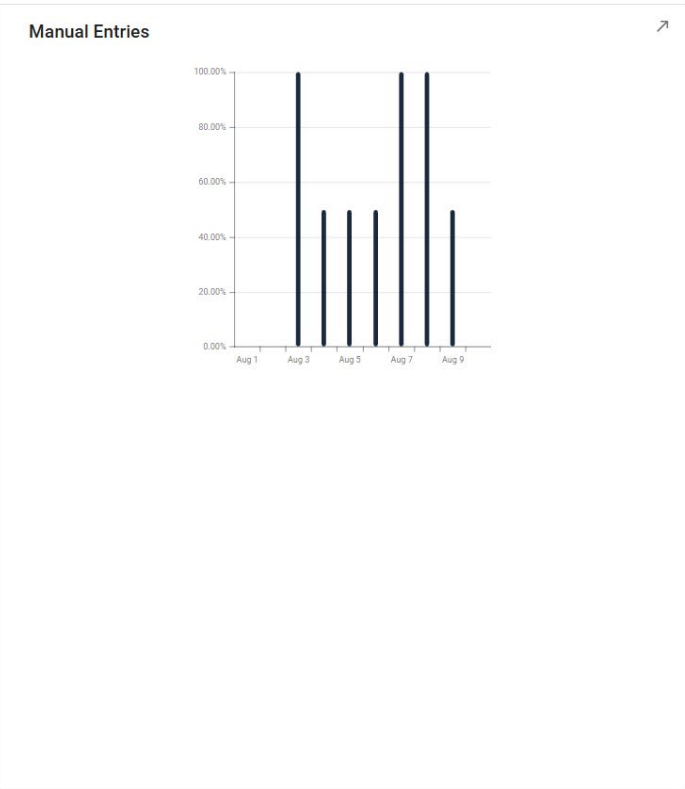Displays metrics to better understand how many completed visits are EVV-compliant and how many are the sources of non-compliance (Late, Missed, and Manual Entry visits).
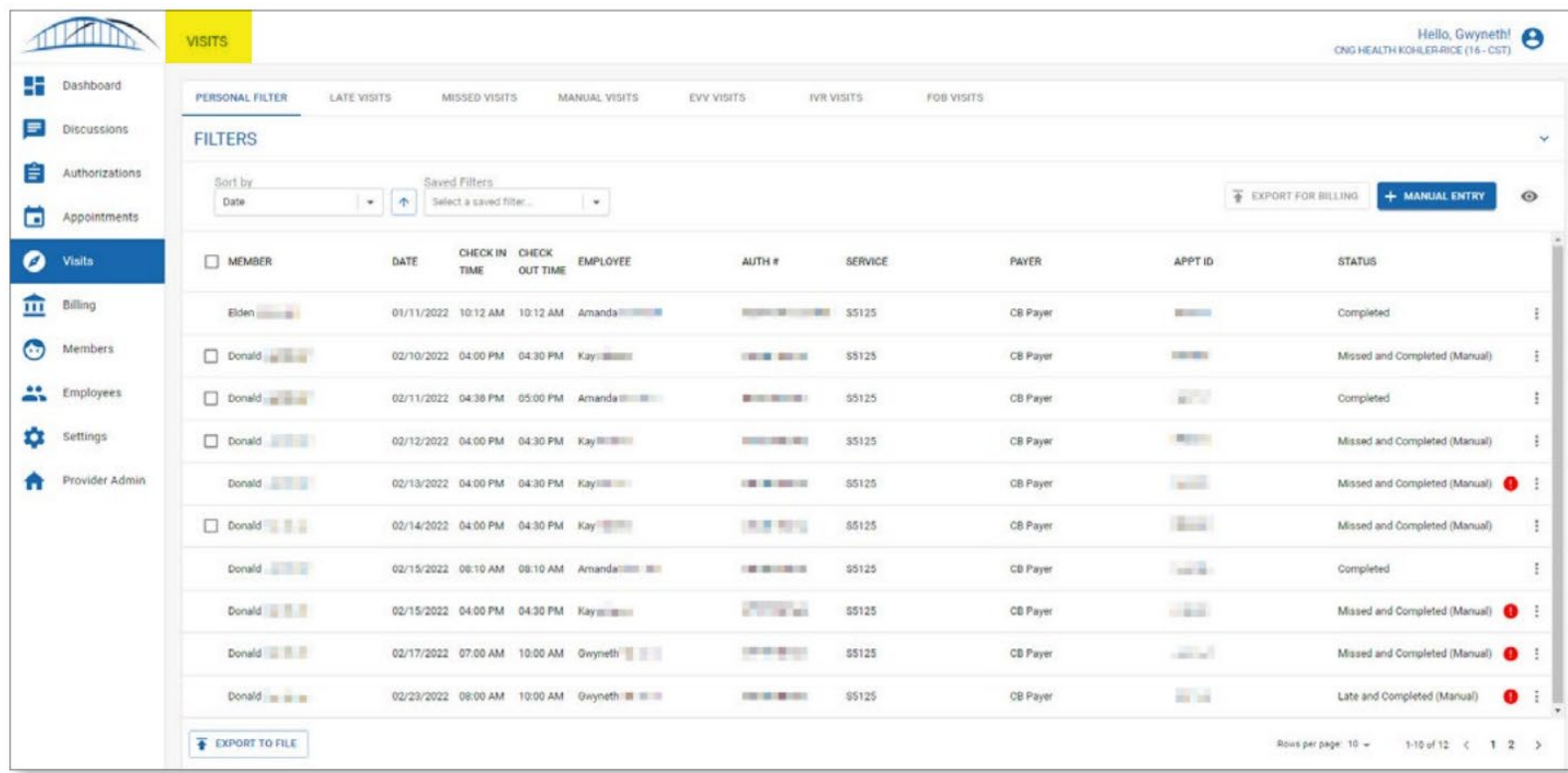
Visits Page

The Visits Page in CareBridge (Figure 2) allows personnel to view completed visits and Pre-Claim Checks, and request claims.

Figure 2. Visits page

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.

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