



CAREBRIDGE

IA EVV Stakeholder Session

Portal Dashboards & Reporting

September 23, 2025



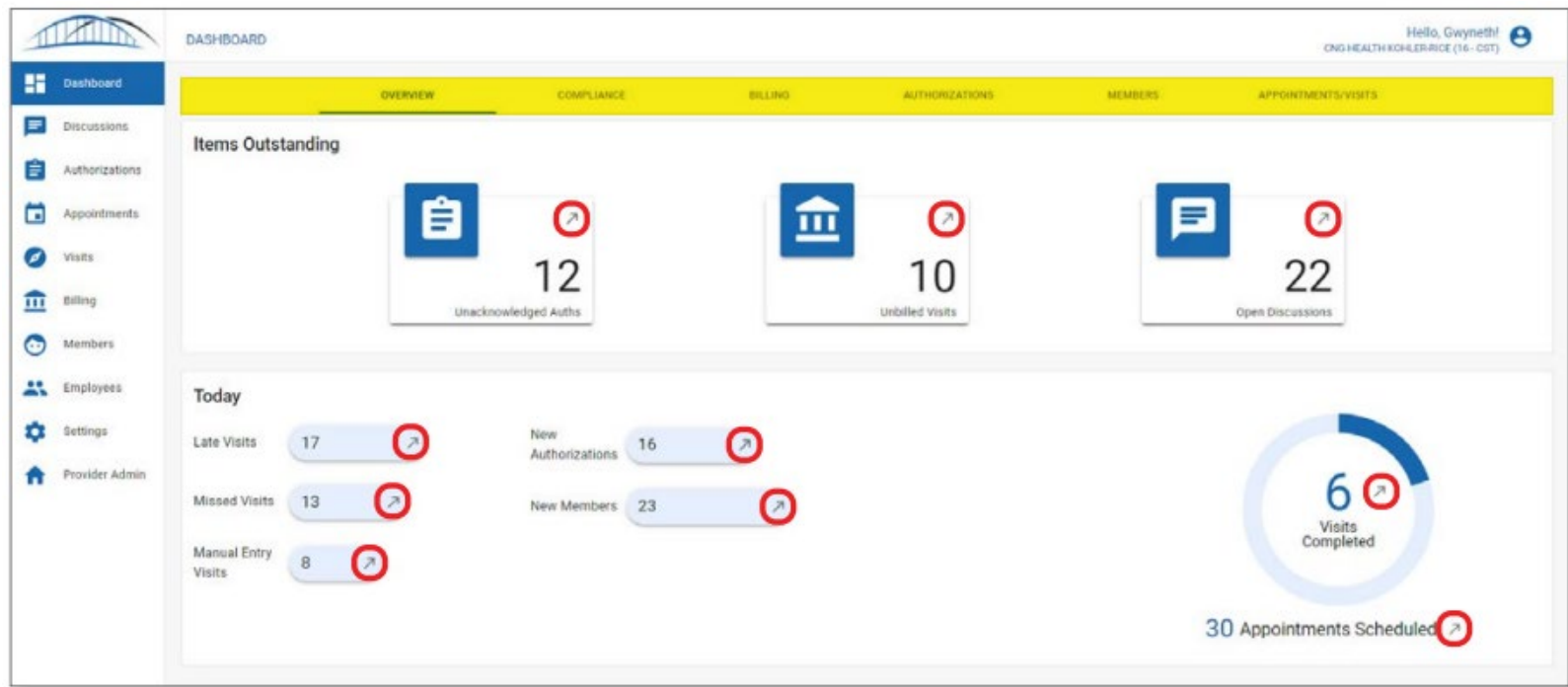
Dashboard & Reporting Overview

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

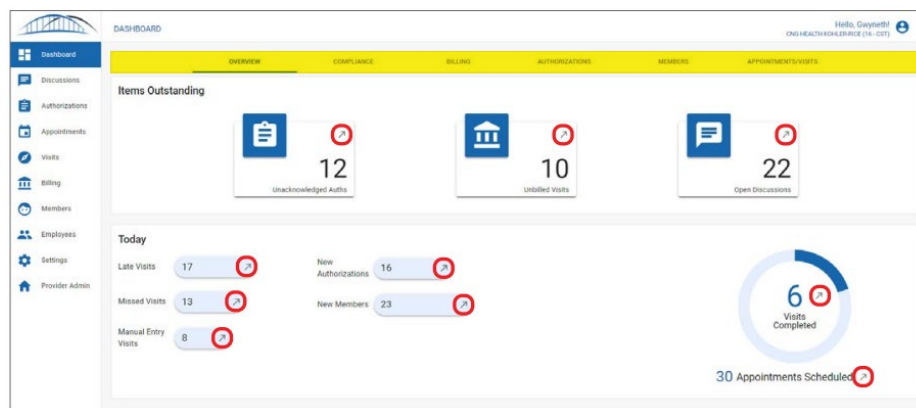
The CareBridge Dashboards allows visibility into key metrics to better prioritize and manage tasks on which action(s) may need to be taken. On the Dashboards page, there are tabs for each of the dashboards available (Figure 1).

Figure 1. Dashboard page



CareBridge Dashboards

Figure 1. Dashboard page



Each of the dashboards can be filtered by date range or MCO. By selecting the arrow icon (Figure 1) on the top right corner 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).

COMPLIANCE

Date

08/01/2025

-

08/10/2025

Payer(s)

CB Payer

Service:

Select...

15.8%

Compliance Score

Target: 90%

31.6%

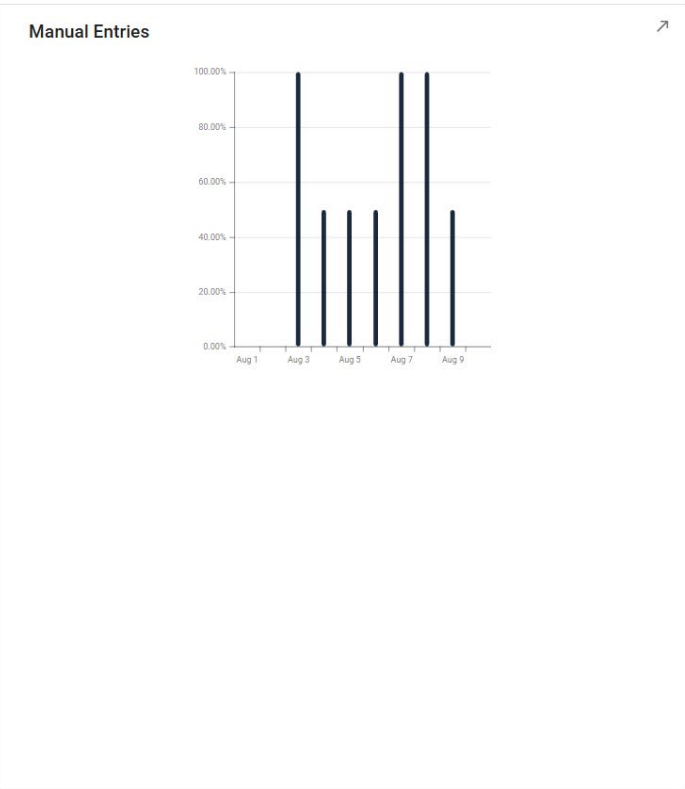
Late Visits

31.6%

Missed Visits

47.4%

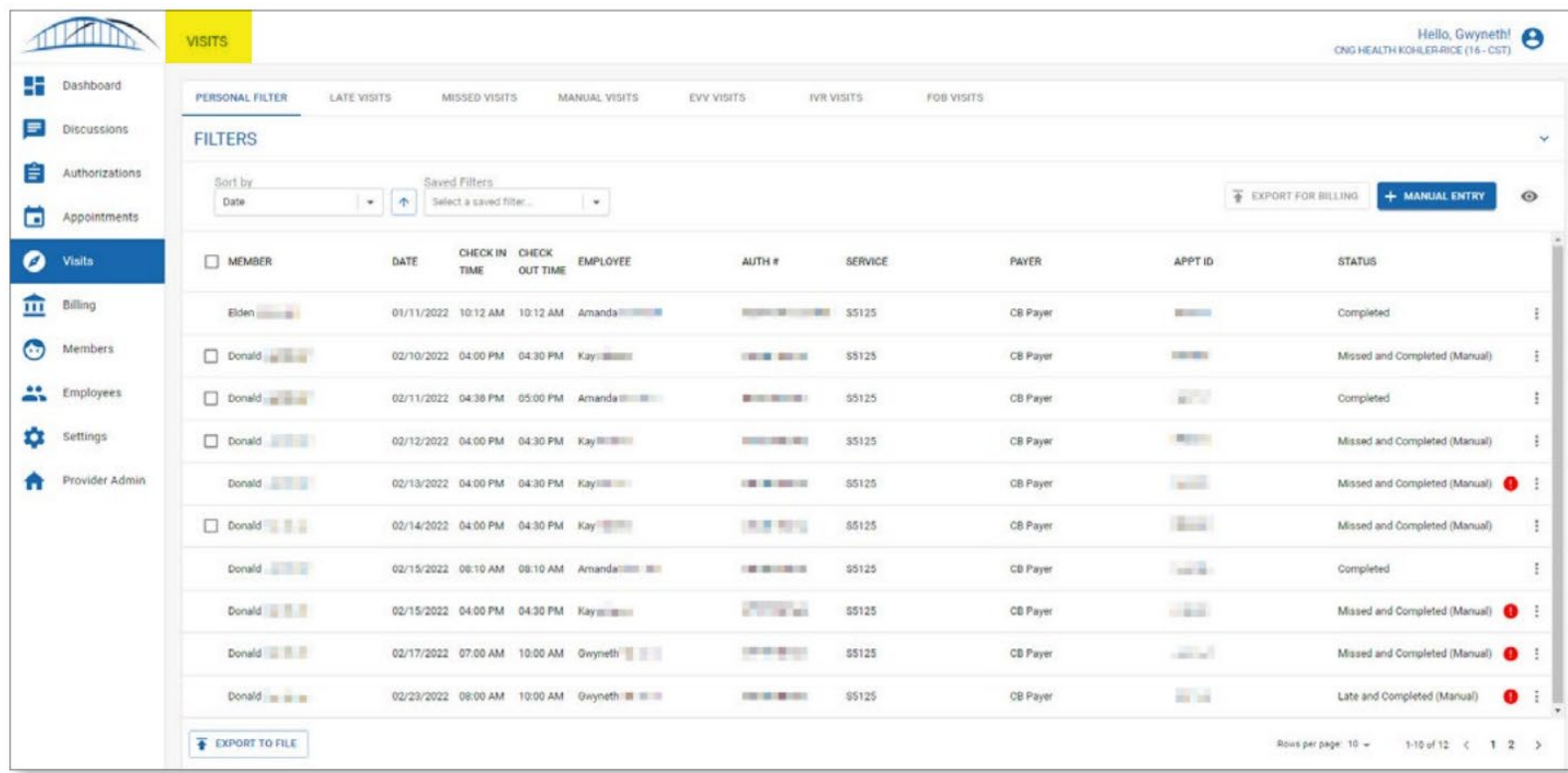
Manual Entry Visits



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



The screenshot shows the CareBridge Visits page. On the left is a sidebar with navigation links: Dashboard, Discussions, Authorizations, Appointments, Visits (selected), Billing, Members, Employees, Settings, and Provider Admin. The main header includes a 'VISITS' tab and a user greeting 'Hello, Gwyneth!'. Below the header is a 'FILTERS' section with 'Sort by Date' and 'Saved Filters' options. A table lists visits with columns: MEMBER, DATE, CHECK IN TIME, CHECK OUT TIME, EMPLOYEE, AUTH #, SERVICE, PAYER, APPT ID, and STATUS. The table contains 10 rows of visit data. At the bottom right, it shows 'Rows per page: 10' and pagination '1-10 of 12'.

MEMBER	DATE	CHECK IN TIME	CHECK OUT TIME	EMPLOYEE	AUTH #	SERVICE	PAYER	APPT ID	STATUS
Elden	01/11/2022	10:12 AM	10:12 AM	Amanda		S5125	CB Payer		Completed
Donald	02/10/2022	04:00 PM	04:30 PM	Kay		S5125	CB Payer		Missed and Completed (Manual)
Donald	02/11/2022	04:38 PM	05:00 PM	Amanda		S5125	CB Payer		Completed
Donald	02/12/2022	04:00 PM	04:30 PM	Kay		S5125	CB Payer		Missed and Completed (Manual)
Donald	02/13/2022	04:00 PM	04:30 PM	Kay		S5125	CB Payer		Missed and Completed (Manual)
Donald	02/14/2022	04:00 PM	04:30 PM	Kay		S5125	CB Payer		Missed and Completed (Manual)
Donald	02/15/2022	08:10 AM	08:10 AM	Amanda		S5125	CB Payer		Completed
Donald	02/15/2022	04:00 PM	04:30 PM	Kay		S5125	CB Payer		Missed and Completed (Manual)
Donald	02/17/2022	07:00 AM	10:00 AM	Gwyneth		S5125	CB Payer		Missed and Completed (Manual)
Donald	02/23/2022	08:00 AM	10:00 AM	Gwyneth		S5125	CB Payer		Late and Completed (Manual)

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