



CAREBRIDGE

Iowa Consumer Choice Option (CCO)  
EVV Overview & Operational Best Practices

May 18, 2026

# Agenda

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- Welcome & Introductions
- EVV Overview & Session Objectives
- EVV & CCO
- CareBridge Resources & Best Practices
- Common Alerts & Resolutions
- Points of Contact

# CareBridge Mission

CareBridge exists to enable individuals to maximize their health, independence, and quality of life

## WE ACCOMPLISH OUR MISSION BY:

- ✓ Ensuring members receive **individualized, reliable, and appropriate** care to promote greater **independence**.
- ✓ Providing members and caregivers with access to a **highly trained clinical team 24/7**.
- ✓ **Coordinating closely** with PCPs, Case Managers and other care team members.
- ✓ Delivering solutions that address **physical and behavioral health needs** and **promote health equity**.



# CareBridge Partners

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We partner with Medicaid health plans in Iowa to deliver better healthcare and support to people who receive Home and Community-Based Services or “HCBS”



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# EVV Overview

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## What is EVV?

- Electronic Visit Verification (EVV) uses technology to electronically record when a caregiver begins and ends providing home health services to Medicaid members.
- EVV solutions work on a device such as a smartphone, GPS-enabled tablet, or landline to collect the caregivers' start and end times.
- The requirements for a compliant EVV system are outlined in the *21st Century Cures Act*, a federal law that requires all states to implement EVV.

### EVV captures the following:

- Type of service provided
- Member receiving the service
- Caregiver providing the service
- Date of the service
- Location of the service delivery
- Time the service begins and ends



# Session Objectives

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## Today's Goals

By the end of this session, participants should:

- Understand the purpose of EVV within the CCO program
- Review core EVV operational workflows
- Understand common documentation and visit verification issues
- Learn best practices for minimizing EVV-related disruptions
- Know where to go for support and issue resolution

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# EVV Within the Iowa CCO Program

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## EVV in the Consumer Choice Option (CCO) Program

### Key Participants

- Iowa Medicaid
- Managed Care Organizations (MCOs)
- Members/Participants
- Veridian
- Providers/Caregivers
- CareBridge

### Shared Goal

Support accurate, timely, and compliant visit documentation while minimizing disruption to care delivery.

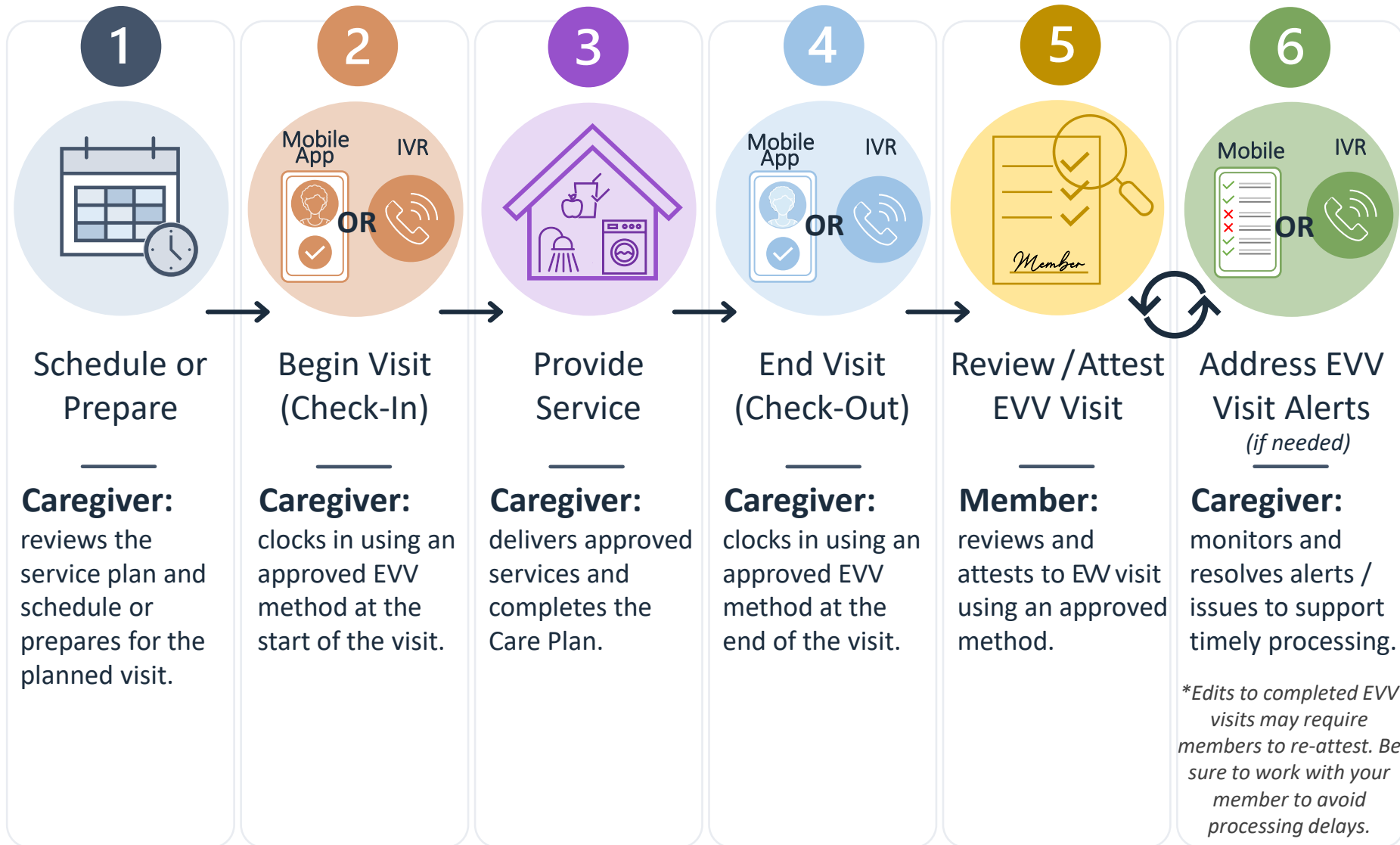
# Roles & Responsibilities

## Roles & Responsibilities Across the CCO Ecosystem

Stakeholder	Primary Responsibilities
Iowa Medicaid	Program oversight, policy guidance, and CCO program requirements.
Managed Care Organizations	Member administration, care coordination, and program operations.
Members / Employer	Select and direct caregiver services, serve as employer of record, and confirm services occurred as documented within EVV to support timely processing and billing.
Veridian	Fiscal intermediary support including onboarding processes, employment paperwork, payroll administration support, and administrative functions.
Employees / Caregivers	Deliver approved services and accurately document visits using EVV workflows.
CareBridge	EVV solution and visit capture tools, technical and operational support for EVV visit administration.



# High-Level EVV Workflow



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# CareBridge Access

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## What should CCO Caregivers have before using the CareBridge EVV Solution?



- Veridian Employee ID Number & CareBridge Profile Created



- Access to CareBridge Resource Library



- A personal mobile phone or a phone at the Member's home



- Veridian and CareBridge support contact information

# CareBridge Resource Library

The [CareBridge Resource Library](#) contains multiple downloadable PDF guides and tutorial videos to help CCO Caregivers and Members navigate CareBridge and use it to maximize their success with EVV.



## Caregivers

[Mobile App Download & Login](#)  
[Mobile App Check-In & Check-Out](#)  
[Manual Entries in the EVV Mobile Application](#)  
[Interactive Voice Response \(IVR\) Check-In and Check-Out](#)



## Members

[Using the Member Portal](#)  
[Using the Member IVR](#)



## Provider Video Tutorials

[Mobile App Download and Login \(iOS\)](#)  
[Mobile App Download & Login \(Android\)](#)  
[Mobile App Check-In](#)  
[Mobile App Check-Out](#)  
[Manual Entries in the Mobile App](#)  
[IVR Check-in & Check-Out](#)



# Operational Best Practices

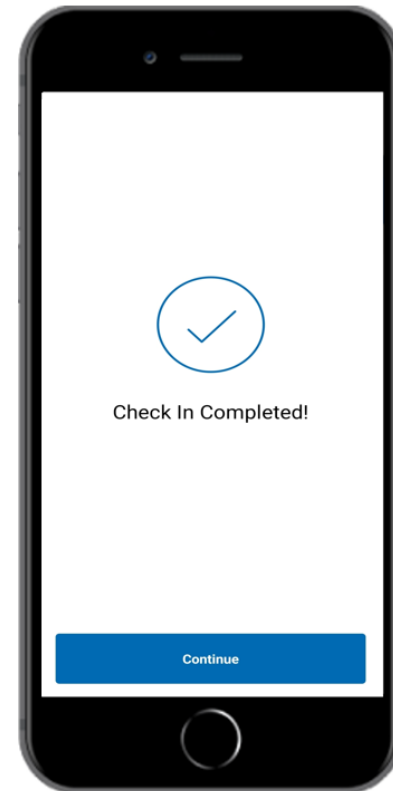
## Caregivers

### Set Up:

- ✓ [Download](#) the Mobile Application.

### Use EVV:

- ✓ [Log in](#) to the Mobile Application for the first time.
- ✓ [Check-in](#) to a visit.
- ✓ Finalize the visit details and [check-out](#) of a visit.
- ✓ Check for any alerts and make [corrections](#) if needed.



# Operational Best Practices

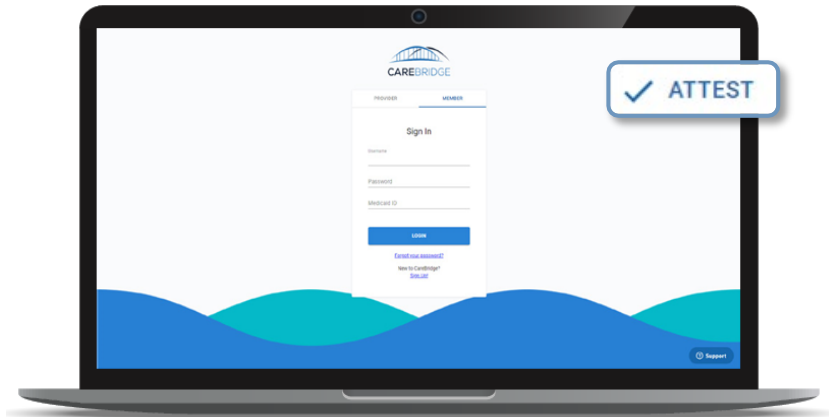
## Members

### Set Up:

- ✓ [Log in](#) to the Member Portal for the first time.

### Use EVV:

- ✓ [Learn](#) how to attest on the Mobile Application
- ✓ Use the Member portal to [Attest](#) to a visit if you were unable to attest using the Mobile Application.
- ✓ No access to a computer or internet? Use the [Interactive Voice Response \(IVR\)](#) to attest to visits.



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# Common Alerts & Resolutions



If a visit has an issue that might prevent it from being accepted for claims, the CareBridge system will flag it. If you see a warning icon marked by a red dot with an exclamation point, that is an indicator that there is an alert that requires attention.

Alert	Resolution Path
Visit Requires Attestation	The <b>Member</b> must log into the Member portal or use the IVR to attest to the visit. Manually adjusted visits may require the member to attest again using the portal/IVR.
Appointment Is Outside of Authorization	First the <b>Caregiver</b> must confirm the correct Authorization was used for the visit. If the Authorization was correct, the Caregiver needs to contact the member's <b>Case Manager</b> .
Visit Requires a Missed Visit Reason	The <b>Caregiver</b> must use the Mobile App to add the missed visit reason.
Visit Requires a Late Visit Reason	The <b>Caregiver</b> must use the Mobile App to add the late visit reason.
Visit Duration Cannot Be Zero	The <b>Caregiver</b> must use the Mobile App to perform a manual entry and adjust the visit duration to span at least one unit.



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# Points of Contact

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## **Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [itc\\_evv@IowaTotalCare.com](mailto:itc_evv@IowaTotalCare.com)

## **Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)

## **Wellpoint of Iowa:**

- Phone: 1-800-731-2134
- Email: [ProvidersolutionsIA@wellpoint.com](mailto:ProvidersolutionsIA@wellpoint.com)

## **CareBridge Support:**

- Email: [iaevv@carebridgehealth.com](mailto:iaevv@carebridgehealth.com)
- Toll-free: 1-844-343-3653

## **Veridian Fiscal Solutions CCO:**

- Phone: 1-319-226-4692
- Email: [ccoIowa@veridiancu.org](mailto:ccoIowa@veridiancu.org)

