

# CareBridge Update

**Member Town Hall**

September 7, 2023

# Feedback shared at the Member Townhall on August 24, 2023

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CareBridge has been reaching out to members for various programs. This has caused:

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Confusion among members on what programs are provided by CareBridge.

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Concerns whether the outreach calls were legitimate.

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Communication about the purpose of the outreach was unclear and/or not available.

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Confusion and concerns about purpose and type of information being requested by the members for intakes, assessments, etc.

6

Volume of calls to members was significant.

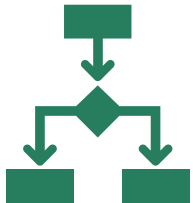
# What is CareBridge?

CareBridge is a Subcontractor of all three Managed Care Organizations (MCOs), Amerigroup, Iowa Total Care and Molina, for one or more of the following services to support MCO operations.



## Electronic Visit Verification (EVV)

Technology that is used to verify home health care visits are being provided and services are provided.



## Decision Support

Program that provides optimal support recommendations based on clinical expertise for support for HCBS members.



## 24/7 Member Support-Program

Supports telehealth for members with chronic conditions.

# What is Happening Now?



Iowa Medicaid has requested all Member outreach for assessments by CareBridge regarding Decision Support and 24/7 pause until there is a coordinated communication and education plan.



Iowa Medicaid is reviewing internal processes to better coordinate Member communications with MCOs and subcontractors.



Iowa Medicaid is working with the MCOs and CareBridge on coordinated communication and education for the services CareBridge provides.



# What Happens Next?



MCOs and CareBridge will present information at the next Member/Provider Town Hall on September 21, 2023.



Information will be made available on the HHS and MCO's website.

# Questions?

