
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Electronic Visit Verification (EVV) Stakeholder Sessions

Iowa Medicaid EVV Team:

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Topics to be Covered

- Review Stakeholder Session goals
- Effective July 2023, EVV Stakeholder Sessions will be held on the last Tuesday of each month.
- Open discussion regarding multiple entries in EVV as related to different services authorized
- Early adoption – Updates & Benefits



Stakeholder Session Goals

- Iowa Medicaid, MCO, and Vendor support to providers.
- Constructively discuss concerns and use problem solving techniques to help prepare for the federally mandated full implementation on January 1, 2024.
- Provide suggested timelines for providers to enable a smooth transition when full implementation is expected.
- Keep providers up to date on progress and requirements.
- Work collectively to identify needs and highlight training opportunities.
- Prevent delays in implementation to avoid financial sanctions.

Early Adoption of EVV

Updates from CareBridge:

- All 3 health plans are currently on target for a 10/1/2023 go-live, at which point providers can begin using the CareBridge system for EVV and claiming or start sending CareBridge EVV data for billing from their third-party EVV vendor.
- Typically, we see providers waiting about 4-6 weeks until a hard claim denial date before they begin the EVV onboarding process, with this consistent trend, any provider using EVV on 10/01 will benefit from being an early adopter.
- Communications about EVV and the onboarding process are scheduled to begin late July and any provider wanting to be ready for 10/01 go-live should pay close attention to these communications:
 - Make sure the health plans have your correct contact information
 - Read all EVV communications
 - Follow the detailed instructions for onboarding
 - Complete the EVV milestones (detailed in the EVV communications)
- Reach out to CareBridge if you encounter any issues during your onboarding process

Benefits of Early Adoption:

- Training can be executed ahead of schedule; as well as have all information set up in the CareBridge system in advance of the go live deadline.
- Dedicated attention from CareBridge through the process of getting things set up prior to everyone going live.
- An early understanding of how CareBridge will work with your current software and time to address any problems that may arise

Reminders

- The EVV Webpage can be accessed through the link below:
 - [Electronic Visit Verification \(EVV\) | Iowa Department of Human Services](#)
- To contact the EVV Team regarding concerns, questions, or to express interest in becoming an Early Adopter, send an email to the address below:
 - EVV@dhs.state.ia.us

Questions