



Frequently Asked Questions

INTEGRATION WITH EXISTING SYSTEMS

How do Electronic Visitor Verification (EVV) vendors that are already in place or are chosen by providers get approved to be able to submit information to the aggregation option chosen by the state? Is there a vetting process for alternate vendors? Will providers be exempt from payment denials while they test the new systems with vendors?

Providers who are currently utilizing a 21st Century Cures Act Certified EVV solution can continue to use their solution. It's anticipated that the MCO's and CareBridge will be sending providers a provider survey to better understand the organization and caregivers, including collecting the name of their current EVV system. If the EVV vendor is not known to be a compliant solution, CareBridge will work with the provider to better understand options to operationalize an acceptable EVV solution. There will be time given to organizations to train on the CareBridge EVV system and time to test the data received from providers that use another EVV solution in advance of any payment related activities going into effect.

What does the agency have to do to link CareBridge with our electronic documentation and billing system?

Upon completion of the provider survey that will be distributed to agencies, CareBridge will engage agencies that indicate they would like to integrate CareBridge's Platform with a 21st Century Cures Act compliant EVV platform. CareBridge's Platform supports multiple integration channels including APIs and sFTP file transfers and can accept the data in a variety of formats including, delimited text files, JSON, or XML. Technical specifications for each option will be provided during the technical implementation engagement between CareBridge and each third-party vendor. Please feel free to contact iaevv@carebridgehealth.com for more detailed discussions about technical specifications.

I'm with ClearCare and representing agencies in Iowa and wanted to see if there were integration options for us to be able to transmit EVV data and the timeline for EVV compliance. Are there any technical specs available?

Upon completion of the provider survey that will be distributed to agencies, CareBridge will engage agencies that indicate they would like to integrate CareBridge's Platform with a 21st Century Cures Act compliant EVV platform. CareBridge's Platform supports multiple integration channels including APIs and sFTP file transfers and can accept the data in a variety of formats including, delimited text files, JSON, or XML. Technical specifications for each option will be provided during the technical implementation engagement between CareBridge and each

third-party vendor. Please feel free to contact iaevv@carebridgehealth.com for more detailed discussions about technical specifications.

We have an EVV solution as part of our service generations that is currently being used throughout Iowa and we want to be sure they can send their confirmed shift data to the state aggregator or CareBridge whichever is the appropriate party. Is this possible?

Upon completion of the provider survey that will be distributed to agencies, CareBridge will engage agencies that indicate they would like to integrate CareBridge's Platform with a 21st Century Cures Act compliant EVV platform. CareBridge's Platform supports multiple integration channels including APIs and sFTP file transfers and can accept the data in a variety of formats including, delimited text files, JSON, or XML. Technical specifications for each option will be provided during the technical implementation engagement between CareBridge and each third-party vendor. Please feel free to contact iaevv@carebridgehealth.com for more detailed discussions about technical specifications.

How does this dashboard interact with the aggregate? How do providers' systems that are already up and running interact with this dashboard?

Provider agencies will be receiving an email and/or fax from the MCO with a provider survey link embedded within their welcome letter. This survey will be instrumental in ensuring CareBridge can assist you to ensure a smooth transition to EVV and for CareBridge to connect directly with your organization to collect additional information. After this information is received, our team will assess your individual need and options for integration. For support, please contact CareBridge at IAEVV@CareBridgeHealth.com or (844) 343-3653 and the appropriate team member will be in touch within 2 business days.

If we are going to work with our current electronic health record (EHR) vendor to feed the required information into CareBridge, who is the contact for this to work on that process?

Provider agencies will be receiving an email and/or fax from the MCO with a provider survey link embedded within their welcome letter. This survey will be instrumental in ensuring CareBridge can assist you to ensure a smooth transition to EVV and for CareBridge to connect directly with your organization to collect additional information. After this information is received, our team will assess your individual need and options for integration. For support, please contact CareBridge at IAEVV@CareBridgeHealth.com or (844) 343-3653 and the appropriate team member will be in touch within 2 business days.

We do not plan to change our authorization/billing/EHR system. We will need to have direction on how to use CareBridge for location and check in/out without increasing our administrative burden by an unreasonable amount.

Training will be provided for all functionality of the CareBridge EVV Platform based on what your agency will be using. If your organization chooses to continue use of your current CURES Act compliant system, please note that in the provider survey and our team will be in contact with you to collect necessary information.

Can agencies who already use an existing EVV system continue to use these, or do we have to start with CareBridge?

If you are currently using your own system, and the system is 21st Century Cures Compliant, please fill out the [survey](#). CareBridge will work with the EVV provider for data aggregation.

If a provider already has an EHR system they use for billing, writing plans, service documentation, etc., can they continue to use that and connect it to CareBridge, or will a provider have to enter it the same info into the EVV system?

All claims for the mandated service codes must either be created in or submitted through CareBridge EVV. CareBridge reconciles all data and generates the claims for all services. The 837 file will be pushed to the Availty clearinghouse and you will then receive an 835 remittance file for reconciliation within your current system. CareBridge can provide a file upload.

Is there a list of EMRs that have been tested and OK'd with CareBridge for integration?

As of now, we are in the onboarding and testing phase with third-party vendors (including EMRs) and have not yet published a list of live integrations. We would encourage you or your vendor to visit <http://evvintegration.carebridgehealth.com/> for more information about the integration process.

If the third-party vendor cannot meet the milestones by the stated timelines will they be able to integrate at a later date?

Aggregation would have to be ready by January 1, 2021. If aggregation is not possible by then, the provider could use the CareBridge system in the interim then move to a different system later.

Is there a list of third-party vendors that is OK with CareBridge for integration?

Any third party EVV Vendor that is 21st Century Cures Act compliant can integrate with CareBridge.

Can we use CareBridge for EVV only and document/bill through our normal EMR?

You may document, within IME guidelines, in your current system if you choose, however, all claims must be generated and/or submitted through CareBridge EVV beginning January 1, 2021.

If we already have EVV via our own EMR system, can we use that and bill like we normally do. or do we have to bill through the CareBridge platform?

All claims must be generated and/or submitted through CareBridge EVV beginning January 1, 2021. Claims that are not submitted via the CareBridge EVV solution will continue to be accepted for services provided through January 31, 2021.

When will training be available for providers who are integrating their EVV compliant EHR to CareBridge? None of the training modules address EVV integration, only using CareBridge 100-percent.

Third-party EVV integration does not require training. CareBridge will work with your third-party vendor to ensure they are completing integration milestones and are ready prior to the January 1, 2021, deadline. All that is needed from the provider agency is the completion of the [provider survey](#) indicating which EVV vendor they will be using.


When you say claims must be submitted through EVV, does this mean claims are sent by the EMR with EVV to CareBridge? Does this then also mean that the remits and advice files will be provided through a return trip to the EMR so we can manage our agency on the software we have already invested in?

The Iowa MCOs are requiring all agencies using the CareBridge EVV solution to facilitate scheduling and claim generation for required service codes within the CareBridge Provider Portal. If your agency receives claims information from Availity in the form of the 835 remittance file, you will continue to receive this file for ingestion into your system and subsequent billing reconciliation.

What is the visit data required from the third party app that must be transmitted to CareBridge?

Please find integration specifications [here](#).

Is CareBridge required to send the remittance advice and 835/277/999 files received from their contracted MCOs back to the host EMR?



Your agency will continue to receive remittance files in the way you do today.

