



Iowa Medicaid
IOWA HHS

Frequently Asked Questions

PLATFORM REQUIREMENTS, CARE PLAN DOCUMENTATION AND TECHNICAL SPECIFICATIONS

PLATFORM REQUIREMENTS

Will it be mandatory to bill through CareBridge? If so, how will disputes be handled for claim denials and/or partial payments?

All claims for the EVV required service codes will need to be submitted through the CareBridge platform and claim responses will be made available to providers electronically through existing mechanisms (Avality) as well as within the CareBridge Provider Portal.

Is this the only method to get authorizations after this is fully implemented? Is this the only way to bill the MCOs?

The MCOs will continue with their current process of sending authorizations to providers. Authorizations being viewable within the CareBridge platform will be in addition to this existing process. All claims for the EVV required service codes will need to be submitted through the CareBridge platform and claim responses will be made available to providers electronically through existing mechanisms (Avality), as well as within the CareBridge Provider Portal.

CARE PLAN DOCUMENTATION

For Consumer Directed Attendant Care (CDAC) providers, does this take the place of the Daily CDAC Documentation form?

Yes, the EVV system will replace the need to use the CDAC Daily Services Record (Form 470-4389).

TECHNICAL SPECIFICATIONS

What are the third-party technical specifications for EVV services?

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.

When will third-party EVV interface specifications be available?

A provider survey will be distributed in June through July 2020. We ask that it be completed within two weeks of receipt. This survey will better identify which providers have current EVV systems and will utilize CareBridge for data aggregation capabilities. Once completed CareBridge will engage those providers and their EVV vendors with materials and a phone call to discuss next steps and the appropriate integration approach to ensure that you can continue to utilize your current platform.

Can you explain how providers should execute the interface process? Will there be technical specifications uploaded on the EVV landing page?

A provider survey will be distributed, via email and/or fax from the MCO, in June through July 2020. This survey will better identify which providers have current EVV systems and will utilize CareBridge for data aggregation capabilities. The survey is critical to ensuring success because once it is completed CareBridge will engage those providers and their EVV vendors with materials and a phone call to discuss next steps and the appropriate integration approach.