



Electronic visit verification frequently asked questions

What is electronic visit verification?

Electronic visit verification (EVV) uses technology to record the timing and location of caregivers/direct service workers during appointment check-in and check-out. This method of verification provides an accurate accounting of caregivers' actions in accordance with the member's person-centered service plan while minimizing or eliminating inappropriate claims.

Who is involved with EVV?

EVV involves attendants, providers and caregivers who deliver personal care, respite care and companion care to IA Health Link members. This change is required by a federal rule called the *21st Century Cures Act*.

When do providers need to start using EVV?

The *21st Century Care Act* mandates all providers who deliver personal care, respite care, and companion care to start using EVV no later than January 1, 2021. We encourage you to begin using EVV before the deadline to allow time to prepare for this change, so you don't experience a disruption in claims reimbursement and to ensure you are fully operational by the deadline.

What is CareBridge?

CareBridge is a best-in-class EVV solution that can be used via mobile phone, tablet, landline and web-based platform to record service delivery and facilitate day-to-day management of members' appointments. CareBridge also supports a wide array of aggregation capabilities, meaning that if you currently have an existing *21st Century Cures Act* compliant EVV system or vendor, Amerigroup Iowa and Iowa Total Care can work with that EVV vendor/system.

What information must be collected and verified through EVV?

The *21st Century Cures Act* requires EVV systems to collect and verify the following six items:

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

How much will the EVV platform cost?

CareBridge will not charge providers for using the EVV platform.

What are the benefits of an EVV system?

There are many benefits of an EVV system, including improving quality and the delivery of care by making caregiver activities transparent and measurable. Leveraging an EVV system can also increase claim auto-adjudication or clean claims rate, resulting in faster claims payment. EVV

also reduces the likelihood for error or potential fraud by recording the individual caregiver's location, check-in and check-out time and data on what services were provided to whom.

Do I have to use EVV?

EVV is required for the following services:

Both Amerigroup Iowa and Iowa Total Care will be requiring the following four codes starting [Insert Date]

Code	Description
S5125	ATTENDANT CARE, PER 15 MINUTES
S5130	HOMEMAKER NOS, PER 15 MINIUTES
S5131	HOMEMAKER NOS, PER DIEM
T1019	PERSONAL CARE SERVICES, PER 15 MINIUTES

If your agency provides these services to Medicaid members, then you will need to use EVV. Please contact Amerigroup Iowa or Iowa Total Care if you need additional information.

If I already have an EVV system or am working with an EVV vendor, what should I do?

CareBridge provides multiple ways to connect your EVV system with them. Please complete a registration form at [Link to registration], call us at [1-844-343-3653] or email us at [iaevv@carebridgehealth.com]

To expedite the aggregation process, please have your EVV vendor contact CareBridge; we will connect them with an aggregation specialist who will help ensure CareBridge can exchange information between systems.

It is very important that your EVV vendor works with CareBridge to avoid any disruption in claims payment. Your vendor must be integrated with CareBridge by [date] so claims can be successfully submitted and paid.

How can I get more information about CareBridge's free EVV platform?

Please complete a registration form to be included in an upcoming training session [link to registration], contact us at [iaevv@carebridgehealth.com] or call us at [1-844-343-3653.]

What LTSS services will require the use of EVV by [Date]?

Both Amerigroup Iowa and Iowa Total Care will be requiring the following four services.

Code	Description
S5125	ATTENDANT CARE, PER 15 MINUTES
S5130	HOMEMAKER NOS, PER 15 MINIUTES
S5131	HOMEMAKER NOS, PER DIEM
T1019	PERSONAL CARE SERVICES, PER 15 MINIUTES

The following services would be optional within Amerigroup Iowa's instance for ease of billing for providers who provide both the above required services and any of the services outlines below.

Home Health Unskilled Services

T1005	RESPIRE CARE SERVICES UP TO 15 MINUTES
T1004	SERVICES QUALIFIED NURSING AIDE UP TO 15 MINUTES
S9122	HOM HLTH AIDE/CERT NURSE ASST PROV CARE HOME
T1021	HOME HEALTH AIDE/CERTIFIED NURSE ASST PER VISIT
S9127	SOCIAL WORK VISIT IN THE HOME PER DIEM
S9122	HOM HLTH AIDE/CERT NURSE ASST PROV CARE HOME
G0156	SRVC HH/HOSPICE AIDE IN HH/HOSPICE SET EA 15 MIN
G0155	SRVC CLINICAL SOCIAL WORKER HH/HOSPICE EA 15 MIN

Home Health Skilled Services	
T1000	PRIV DUTY/INDEPEND NRS SERVICE LIC UP 15 MIN
T1031	NURSING CARE IN THE HOME BY LPN PER DIEM
T1003	LPN/LVN SERVICES UP TO 15 MINUTES
S9123	NURSING CARE THE HOME; REGISTERED NURSE PER HOUR
S9124	NURSING CARE IN THE HOME; BY LPN PER HOUR
T1001	NURSING ASSESSMENT/EVALUATION
T1030	NURSING CARE THE HOME REGISTERED NURSE PER DIEM
T1002	RN SERVICES UP TO 15 MINUTES

Will training be provided?

Yes, there will be many training opportunities in person (where appropriate), as well as online and multiple alternate formats. We will have various webinars, presentation materials, handouts and ongoing support for all provider agencies. All training, documentation and resources will be available on the CareBridge EVV website and accessible anytime you need it.

Why should I attend the training?

Training events and resources are extremely critical, as they are designed to ensure your success with the CareBridge platform. They include information like how to view your assigned members, their authorizations, how to create schedules, how to view visit status and how to bill for visits completed. Training will also cover the various tools for communicating with the health plan as well as tools for generating reports. Prior to go-live, Amerigroup Iowa and Iowa Total Care will distribute training dates and times along with a registration link that will allow us to contact you with further details.

Who will train caregivers and attendants?

CareBridge provides training to provider agency managers and administrators as well as individual caregivers. These particular sessions are often presented in a way that allows provider agency managers to share information with individual caregivers. Ongoing technical support for provider agency employees and caregivers will be available through a dedicated CareBridge provider services toll-free phone line. We encourage you to attend training when it becomes available to allow your agency time to become familiar with EVV.

Will I still be able to receive my claims remittance?

Yes, you will still be able to receive the claims remittances you are receiving now.

Will I be able to use CareBridge to provide schedules to my employees?

Yes, the CareBridge platform allows provider managers to assign caregivers/direct service workers to scheduled member appointments.

How will caregivers/direct service workers check into and out of appointments?

CareBridge's EVV platform can be used via a mobile phone, tablet, landline or web-based platform. The mobile application is available for iOS (Apple) smartphones and for Android based smartphones. The app can be configured to support specific languages as needed. For the rare occasions where an internet-enabled device is not available, CareBridge also includes an interactive voice response (IVR) system to check in and out via a member's home phone.

What if a caregiver/direct service worker forgets to check in or check out?

The provider agency can submit a manual entry in the CareBridge Provider Portal. Manual entries are available when check-ins or check-outs are not completed through the mobile app, tablet or IVR.

Can I track my agency's or caregivers' compliance?

CareBridge's Provider Portal can be used to monitor EVV compliance at both the agency or individual caregiver level.

What if a member wants to cancel an appointment?

In instances where a member requests a schedule be changed, a provider agency has the ability to reschedule and/or cancel an appointment through the CareBridge Provider Portal.

How do I let Amerigroup Iowa and Iowa Total Care know a member has been admitted to the hospital or nursing home?

Providers can submit member status changes directly to the MCOs through the CareBridge Provider Portal. Member status changes can be used for hospitalization, nursing facility admission, vacation or if the member passes away.

Can members keep their current provider?

Yes, members can keep their current provider assuming they are compliant and meet the requirements of the *21st Century Cures Act* by using CareBridge EVV for their personal care, respite care, and companion care appointments. There will not be a change in services.

Is there anything IA Health Link members need to do?

No, there is nothing IA Health Link members need to do. CareBridge EVV is 100% covered by your insurance and there is no cost to you. We are setting up the EVV system to fit all types of lifestyles, regardless of whether you mostly stay at home or you are out in the community when you get your services.

What if there is no cellular/WiFi coverage at the member's home?

Typically, cellular/WiFi coverage is not an issue, as CareBridge's solution is designed to operate in areas of light cellular coverage. However, when there is no cellular/WiFi coverage at a member's home, CareBridge's mobile application is able to store and forward the check-ins and check-outs completed with the CareBridge mobile app. The mobile app will store the check-in and check-out information and forward it to the website when the caregiver's/direct

service worker's mobile phone returns to an area with cellular/WiFi coverage. Provider agencies can use stored check-ins and check-outs on the Provider Portal to confirm appointments.

How do I get more information?

We encourage you to get started today! For more information about EVV, please email [iaevv@carebridgehealth.com] or call [1-844-343-3653.]