



<First Name> <Last Name>
<Address Line 1>
<Address Line 2>
<City>, <State> <ZIP>

<Date>

Dear <ICDAC Caregiver/First Name/Last Name>,

We are excited to share with you that Amerigroup Iowa and Iowa Total Care have partnered with CareBridge for Electronic Visit Verification (EVV) in Iowa.

What is EVV?

Electronic Visit Verification (EVV) is a way of collecting information like check-in and check-out times on services you provide to Medicaid members in their home and community. EVV is required by a law called the 21st Century Cures Act and Amerigroup and Iowa Total Care will require you to record visits using EVV starting on January 1, 2021. Using EVV will allow you to record all visit activities submit completed visits. Completed visits will be automatically billed for you on a weekly basis.

Who is CareBridge?

CareBridge is a company that builds solutions to help people who receive services in their home and community. One of the CareBridge solutions is an EVV system that is Cures Act compliant. The CareBridge EVV can be used on a mobile phone, tablet or member's landline phone and will record service times, locations and other information about the member.

Will training be provided?

Yes! CareBridge has training designed for caregivers and their members. We will host webinars, provide reference materials, give you access to a training site, and provide on-going support. And all training, documents and resources will be available in the CareBridge Resource Library for you to access at any time.

During CareBridge EVV training, you will learn about how to:

- Check-in and check-out
- Create ad-hoc visits
- Create manual entries
- Document observed changes
- Complete care plan activities
- Check and resolve any billing issues

What's Next?

Follow the 3 easy steps below to use EVV to get started.



3 steps to use EVV

FOR INDIVIDUAL CDAC CAREGIVERS

Electronic Visit Verification (EVV) is a way of collecting information like check-in and check-out times on services provided to Medicaid members in their home and community. EVV uses technology including smart devices and landline phones. EVV is required by a law called the 21st Century Cures Act. You can start using EVV to record visits using EVV on September 8, 2020. You must use EVV to record visits no later than January 1, 2021.



1. Learn what you need to do



Use EVV to check-in and check-out, create ad-hoc visits, document any observed changes in the Member, complete care plan activities, and check for billing issues. Claims are automatically submitted weekly.

2. Pick a start date & attend training



Members and caregivers should agree on when to start using EVV. You can start as early as Sept 8. Trainings are scheduled throughout Sept and Oct and are free. Caregivers: Tuesdays at 6PM and Thursdays at 9AM. Members: Wednesdays at 10AM

Sign up for training at:

<https://www.carebridgehealth.com/trainingiaevv>

3. Start using EVV to Check In/Out



Get started today! We want to make sure you are prepared for this change.



Have Questions?

For more information or if you have questions, contact us here:

Amerigroup	Visit https://provider.amerigroup.com/IA or call 1-800-454-3730 , 8:00 a.m.- 5:00 p.m. Central Time
Iowa Total Care	Visit https://www.iowatotalcare.com/providers.html or call 1-833-404-1061 , 7:30 a.m.- 6:30 p.m. Central Time
CareBridge	Email iaevv@carebridgehealth.com or call 1-844-343-3653 , 7:00 a.m. – 5:00 p.m. Central Time

We look forward to partnering with you and CareBridge!

Sincerely,
[Name of Provider Relations Team Lead]
Amerigroup and Iowa Total Care