



<First Name> <Last Name>

<Address Line 1>

<Address Line 2>

<City>, <State> <ZIP>

<Date>

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

We are excited to let you know that Veridian Fiscal Solutions (VFS) is working with CareBridge for Electronic Visit Verification (EVV) in Iowa starting on **[Insert EVV Implementation Date]**.

What is EVV?

EVV is a way of recording information like check-in and check-out times on services you provide to Medicaid members in their home and community. EVV uses technology like smart devices and landline phones. EVV is required by a law called the 21st Century Cures Act and all states have to use it. Amerigroup and Iowa Total Care will require you to record visits using the EVV starting **[INSERT DATE]**. Using EVV will allow you to submit completed visits.

Who is CareBridge?

CareBridge is a company that builds solutions to help people who get 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 smart phone, GPS-enabled tablet or the member's home phone. EVV will record the service times, place and care plan activities. CareBridge's EVV will replace the paper service notes you use today and will send all completed visits to VFS for payroll. This will help make things easier for you.

How much will EVV cost?

Great news! The CareBridge EVV system is free for you to use.

Will training be provided?

Yes, CareBridge has training designed for caregivers that will be offered several times so you can pick which time works best for you. We will host webinars, give you resource guides and access to a training site, and provide on-going support. And all training, guides and videos will be available in the CareBridge online Resource Library for you to use 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 MEMBERS AND 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 December 1, 2020.



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 8am-5pm
Iowa Total Care	Visit https://www.iowatotalcare.com/providers.html or call 1-833-404-1061
CareBridge	Email iaevv@carebridgehealth.com or call (844) 343-3653 7am-5pm
Veridian Fiscal Solutions	Email xxxxxxxxxxxx or call xxxxxxxxxxxxxxxx

We look forward to partnering with you and CareBridge!

Sincerely,
Veridian Fiscal Solutions