

CCO MEMBER PORTAL USER GUIDE



OVERVIEW

This CareBridge guide is meant to help Iowa Health-Link Members on a Home- and Community-Based Services (HCBS) waiver learn how to use the CareBridge Member Portal and IVR number to attest to service visit details. If you have any questions, our team is here to help: iaevv@carebridgehealth.com or 1 (844) 343-3653.

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WHAT IS ELECTRONIC VISIT VERIFICATION (EVV)?

Electronic Visit Verification (EVV) is a way to record the time and place that Caregivers or Direct Service Workers provide home- and community-based services to Members. EVV uses a mobile application or a special phone number for the Caregivers to Check-In and Check-Out of visits. EVV is used to make sure that Members get the services they need as described in their person-centered service plan.

All Caregivers who provide paid personal care type services to Members must use EVV. EVV is required by a federal law called the *21st Century Cures Act*.

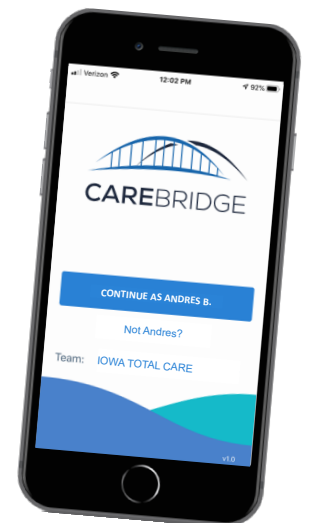
There are many benefits of EVV. One example is that it can help improve the quality of care by making it easier for Caregivers to see and complete activities and service notes. EVV can lower the risk for error or potential fraud by recording the Caregiver's location when they Check-In and Check-Out.

The *21st Century Cures Act* requires that EVV systems collect and verify the following 7 things:

1. Type of service performed
2. Beneficiary receiving the service
3. Caregiver providing the service
4. Date of the service
5. Location of the service
6. Time the service begins
7. Time the service ends

WHAT IS CAREBRIDGE?

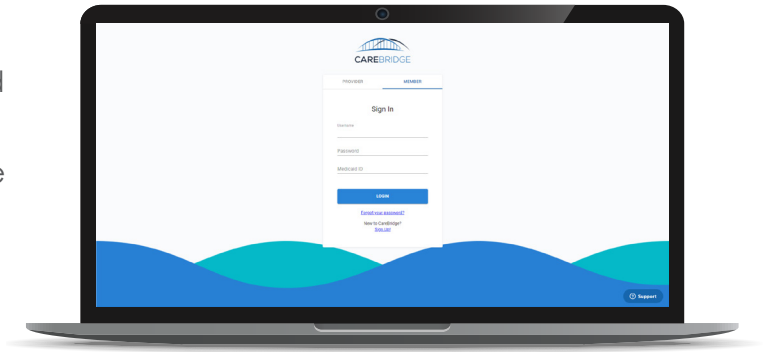
CareBridge is a company that was started to help find ways to make sure Members are getting the best service possible. CareBridge built the EVV system that your Caregivers will use. EVV can be used with a smart phone, a tablet with GPS (like an iPad), or the Member's home phone. CareBridge EVV records the services that Members receive and then sends completed visits for billing so Caregivers can get paid. There is no charge to Members or Caregivers for using the CareBridge EVV platform.



THE MEMBER PORTAL AND IVR

The Member Portal and IVR number were created so that Members can make sure the details of their Caregiver's visits are correct. Making sure the details of a visit are correct is called **attesting**.

If your Caregiver uses the mobile app, at the end of every visit you will be asked to look at all the details of the visit in the app. If the details are correct, you will add your signature by signing the phone or tablet. Your signature is called an **attestation** and lets everyone know that the details of the visit are correct. If you are unable to sign, your Caregiver can leave it blank and give a reason why. (If the details are not correct, let your Caregiver know.)



WHAT IS THE MEMBER PORTAL FOR? WHAT IS MEMBER IVR?

You will have to use the Member Portal or call the Member IVR number at **(515) 800-2537** to make sure that your visit details are correct in the system for two reasons:

1. If your Caregiver does not have a smart phone or other device that they can use the mobile app on, they will have to use your home phone to call a special phone number to Check-In and Check-Out of the visit. This system is called Interactive Voice Response, or IVR. For all the visits your Caregiver uses IVR, you will have to sign into the Member Portal online, look at the visit details, and attest they are correct. You can also call the Member IVR number **(515) 800-2537** and attest to the visit details over the phone. (The Caregiver and Member IVR numbers are different, so please keep *your* number in a convenient place.)
2. If your Caregiver forgets to Check-In or Check-Out at the right time, they will have to go into the mobile app or the Caregiver Portal and fix the Check-In and Check-Out times after the visit is done. Any time your Caregiver fixes visit details after-the-fact, you will need to sign into the Member Portal, look at the visit details, and attest they are correct or call the Member IVR at **(515) 800-2537**, to attest to the visit details over the phone.

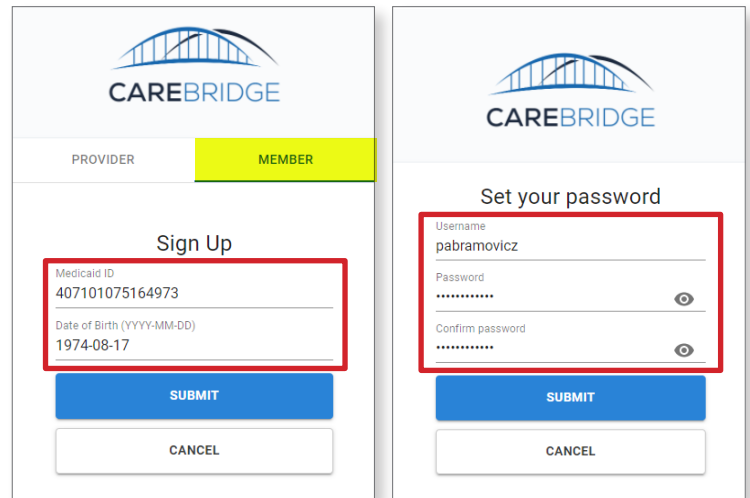
LOGGING IN TO THE MEMBER PORTAL FOR THE FIRST TIME

To log in for the first time and create your CareBridge Member Profile, you will need to enter your Medicaid ID number and birthday. (Your Medicaid ID number can be found on your Medicaid card.)

To do this:

1. Go on-line to the website ia.carebridgehealth.com and select the **MEMBER** tab.

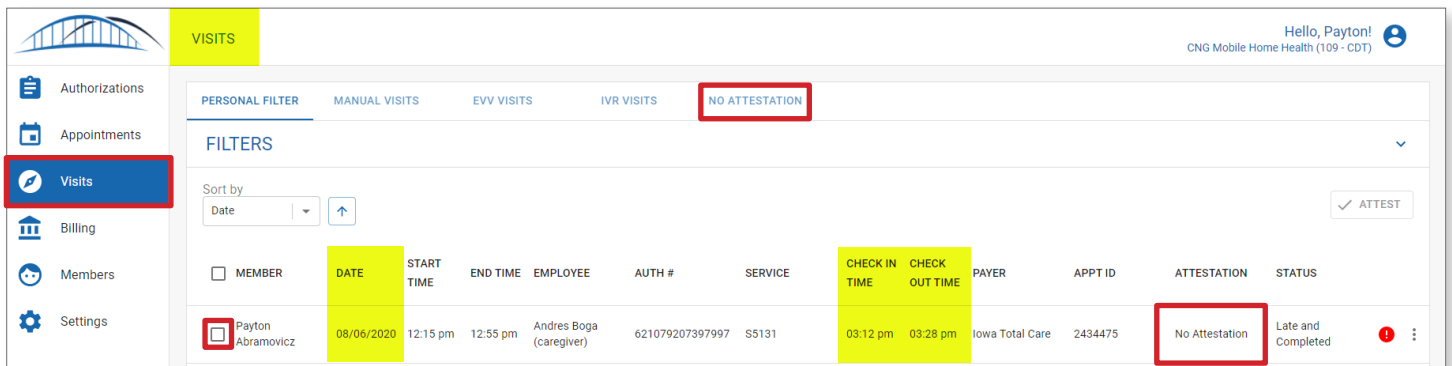
- Then, click the **New to CareBridge? Sign Up!** link below the blue **LOGIN** button.
- You will then be asked to enter your **Medicaid ID number** and **birth date**.
- After that, you will create your CareBridge **Username**. You can pick any username you want, but usually your first initial and last name are easiest.
- The first time you log in, you will also have to create a **password**.



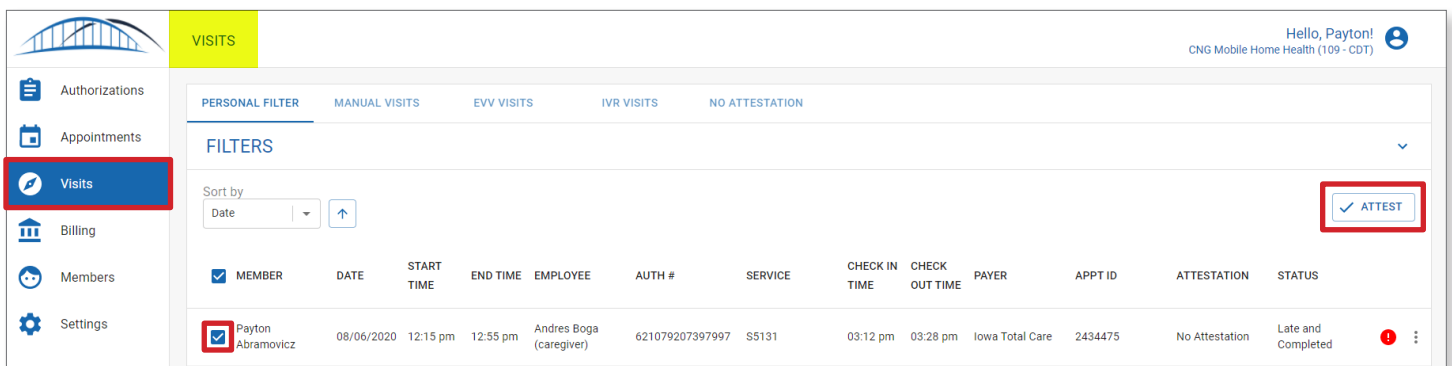
If you have more than one Caregiver, you will have to choose which one you need to view visits for.

USING THE MEMBER PORTAL

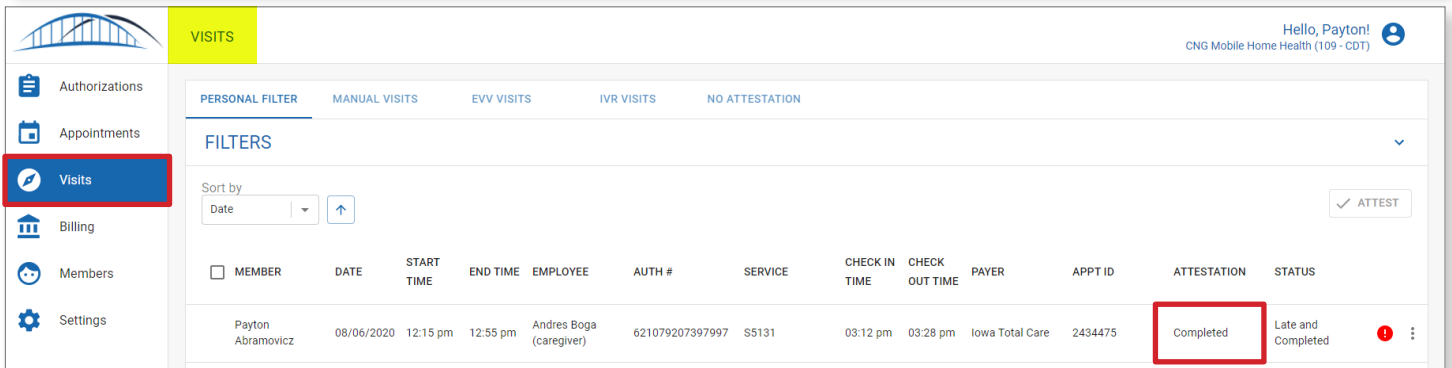
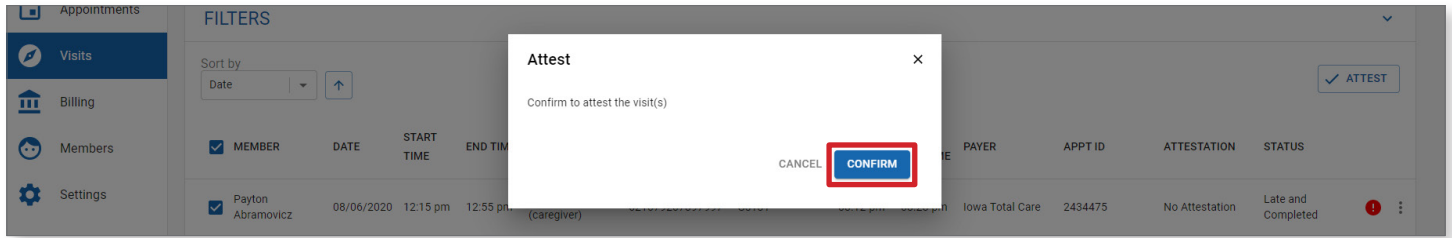
When you log in to the Member Portal, if you have more than one Caregiver, you will first have to choose which Caregiver's visits you want to attest to. After you click on the Caregiver's name, you will see the Visits Page with all the visits they have completed.



If a visit needs your attestation, it will say "No Attestation" in the Attestation column. This means you need to make sure the start and end times of the visit are correct. To view all the visits you need to look at, click the tab that says **No Attestation**.

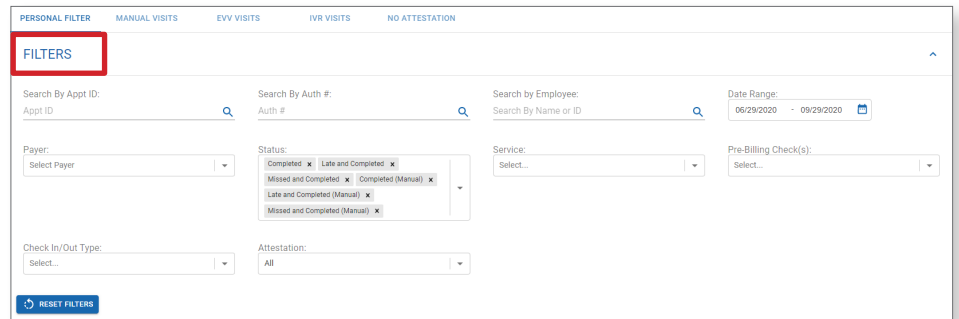
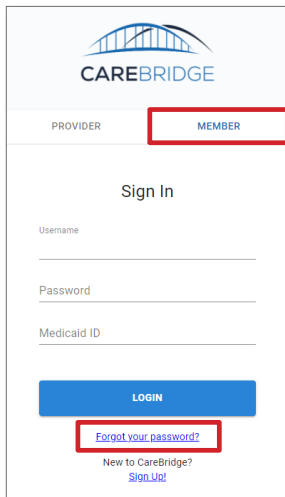


For all visits that need your attestation, look at each line to make sure the date, check-in, and check-out times are all correct. If everything is OK, click on the **check-box** next to the visit.



When you have checked all the visits you need to, click on the **Attest** button in the top right of the page and you're done.

If the date or times of a visit are not correct, tell your Caregiver. Your Caregiver or Veridian Fiscal Solutions can fix the dates or times. Once the date and times are fixed, you will need to go back into the Member Portal and attest to the visit details.



You can sort or filter your visits also. To do this, click **FILTERS**.

USING THE MEMBER IVR NUMBER FOR THE FIRST TIME

To use the Member IVR number, call **(515) 800-2537** and follow the directions.

1. Choose from the three languages available - English, Spanish or Russian - by selecting the **correct number**.
2. Enter your **Medicaid ID** number followed by the **# (pound)** button.
3. Enter your **birth date** in the following format: **MMDDYYYY**. For example, March 5, 1970 would be **03051970**.

4. Choose the visit to which you wish to attest by selecting the **correct number**.
5. Choose additional visits by selecting the **correct number**, or end the call by pressing the * (**star**) button.

WHAT IF I FORGOT MY PASSWORD?

If you forgot your password, click **Forgot Your Password?** just below the blue **Login** button. On the next page, enter your Medicaid ID number and date of birth then click **Submit**. You will then be able to reset your password.

STILL NEED HELP?

If you have any questions or need help, call the CareBridge Support Center at **(844) 343-3653** or email us at iaevv@carebridgehealth.com.

The CareBridge Support Center is open Monday through Friday from 7:00 AM to 5:00 PM Central Standard Time.