

## 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 checkout. 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*.

### 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 possibilities, meaning that if you currently have an existing *21st Century Cures Act* compliant EVV system or vendor, Amerigroup Iowa, Inc. 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 system cost?

CareBridge will not charge providers for using the EVV system.

### 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, clock-in and clock-out time, and data on what services were provided to whom.

### How do I know if I should use EVV?

EVV is required for the following services:

\* CareBridge is an independent company providing electronic visit verification services on behalf of Amerigroup Iowa, Inc.

- S5125 Attendant Care Services, per 15 minutes
- S5130 Homemaker NOS, per 15 minutes
- S5131 Homemaker NOS, per diem
- T1019 Personal Care Services, per 15 minutes

If your agency provides these services to Medicaid members, then you will need to use EVV. Please contact Amerigroup 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 <http://carebridgehealth.com/trainingiaevv>, call us at **1-844-343-3653** or email us at [providersupport@carebridgehealth.com](mailto:providersupport@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 so claims can be successfully submitted and paid.

### **How can I get more information about CareBridge's free EVV system?**

Please complete a registration form at <http://carebridgehealth.com/trainingiaevv>, contact us at [training@carebridgehealthcare.com](mailto:training@carebridgehealthcare.com) or call us at **1-844-343-3653**.

### **What LTSS services will require the use of EVV by January 1, 2021?**

- S5125 Attendant Care Services, per 15 minutes
- S5130 Homemaker NOS, per 15 minutes
- S5131 Homemaker NOS, per diem
- T1019 Personal Care Services, per 15 minutes

### **Will training be provided?**

Yes, there will be many training opportunities in person, 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 creating reports and caregiver management tools. Prior to

go-live, Amerigroup 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 system allows provider managers to assign caregivers/direct service workers to scheduled member appointments. The system also allows providers to download schedules directly from the system. Schedule exports can be built for individual employees or at the provider agency level.

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

CareBridge EVV solution 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 a phone connection 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 confirmation in the CareBridge system website. Manual confirmations are available when check-ins or check-outs are not completed through the mobile app, tablet or IVR. Manual confirmations require additional information.

### **What is required for a manual confirmation?**

Timesheets and other documentation outlining the reason for a manual confirmation will be required when submitting a manual confirmation.

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

CareBridge's website can be used to monitor EVV compliance at either the agency or individual caregiver level. This information can be used to help better manage staff and identify possible issues.

### **What if a member wants to cancel an appointment?**

In instances where a member requests a schedule be changed, CareBridge provides schedule deviation functionality. This functionality allows a provider agency to reschedule and/or cancel an appointment.

### **How do I let Amerigroup know a member has been admitted to the hospital or nursing home?**

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

### **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 system 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 website to confirm appointments.

### **How do I get more information?**

We encourage you to get started today! For more information about EVV, please email [training@carebridgehealthcare.com](mailto:training@carebridgehealthcare.com) or call **1-844-343-3653**.