

## Questions from EVV Webinar Held Aug. 25, 2021: Answers from CareBridge

### Verified Visits

#### **Q. What defines a verified visit in the CareBridge EVV system?**

A. The 21st Century Cures Act requires EVV systems to collect and verify the following seven items. If the seven items are confirmed in the CareBridge system, the visit is determined to be verified. The seven items are listed below.

1. Type of service performed
2. Member receiving the service
3. Caregiver providing the service
4. Date of service
5. Location of service
6. Start time of the service (Check-In)
7. End time of the service (Check-Out)

#### **Q. Are scheduled visits required to be created in the CareBridge EVV system?**

A. Healthy Blue would like to remind provider agencies that scheduling member appointments in advance is required. Scheduling can benefit your business by helping you keep track of caregivers and ensure members are receiving the services they need at the time they need them.

#### **Q. Will HHAeXchange process EVV visits for Healthy Blue?**

A. Any providers contracted with Healthy Blue will need to have their data sent to CareBridge to generate claims. HHAeXchange will integrate data for providers on their paid solution, but integration is not included with their free solution.

### Claims and Rates

#### **Q. Will the personal care rate in the CareBridge EVV system for Healthy Blue reflect the same rate as NC Medicaid Direct personal care rate?**

A. The rates that CareBridge loads are "average" rates provided to us by Healthy Blue. Any rate that needs to be adjusted can be done in the provider portal. Providers have the ability to set custom rates based upon service code for individual members or for all members. If you are using another vendor, you should have your EVV Vendor send the correct billing rate.

### Integration

#### **Q. How does a third-party vendor register to integrate with CareBridge?**

A. Below are the steps for provider agencies to follow for integrating with your EVV Vendor:

**Step 1.** PCS provider agency completes CareBridge Provider Survey to identify their Alt EVV Vendor

**Step 2.** Confirm with Alt EVV vendor they have initiated the integration process with CareBridge

**Step 3.** Monitor Alt EVV vendor's integration progress until they have completed testing. CareBridge will provide weekly milestone updates to let you know where your vendor is. Complete additional steps required by your Alt EVV vendor, if any.

**Step 4.** Send EVV visit with Claim Action ‘N’ via Alt EVV vendor to CareBridge for the claim to be fully adjudicated

## Support and Contact Information

### **Q. How does a provider seek help with questions about integrating with CareBridge?**

A. For questions related to integrating your EVV vendor with CareBridge, please contact us by phone 844-920-0989 or email [evvintegrationsupport@CareBridgehealth.com](mailto:evvintegrationsupport@CareBridgehealth.com).

### **Q. What is the contact information for CareBridge to seek technical assistance?**

A. CareBridge technical assistance is available by contacting us here:

- Email: [ncevv@CareBridgehealth.com](mailto:ncevv@CareBridgehealth.com)
- Phone: 855-782-5976
- Website: <https://www.CareBridgehealth.com/ncevv>

### **Q. What is the contact information for providers who are using a third-party vendor to initiate integration with HHAExchange or CareBridge?,**

A. Any provider utilizing an ALT EVV solution should reach out to HHAX at [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com).

For providers using CareBridge, please contact us by phone 844-920-0989 or email [evvintegrationsupport@CareBridgehealth.com](mailto:evvintegrationsupport@CareBridgehealth.com)

### **Q. When does a provider receive a milestone email?**

A. Once an agency has completed all the milestones, they will receive a final email notice of completion. If there are questions after that notice, CareBridge is available by contacting us here:

- Email: [ncevv@CareBridgehealth.com](mailto:ncevv@CareBridgehealth.com)
- Phone: 855-782-5976
- Website: <https://www.CareBridgehealth.com/ncevv>