



CAREBRIDGE

North Carolina EVV Stakeholder Meeting
Healthy Blue PHP – PCS Agencies

August 2021





CareBridge EVV Resources

Getting Started with CareBridge EVV

HOW DO WE SIGN UP FOR CAREBRIDGE EVV?

You can use CareBridge's EVV solution to ensure compliance at no cost to providers

Step 1. [CareBridge Provider Survey](#) – PCS provider agency completes CareBridge survey to identify CareBridge as their EVV vendor.

Step 2. [CareBridge Orientation and Training Modules](#) – view recorded training videos and other material to gain the information you need to successfully onboard your caregivers and begin using the system. Agency staff who attend the orientation and all four modules are more successful in quickly onboarding.

Step 3. [Credential Request](#) – After completing orientation, complete this form to request your username and password. NOTE – you will not be issued a username and password until you have completed the orientation.



PCS Provider Training and Support

Training Resources

CareBridge, in coordination with Healthy Blue, will provide training videos, resources materials, and telephonic Provider Support

- **Web-Based Training:** recorded training videos prior to initial implementation and recorded versions available after initial trainings
- **CareBridge Resource Library:** Online access to all training and educational materials for on-demand reference
- **Support Center:** Telephonic support for Providers

Training Methods

CareBridge provides multiple training methods to reach all learners

- Web-Based Training Sessions
- Comprehensive Manuals and shorter targeted Guides stepping reader through processes
- Videos demonstrating and stepping viewer through processes

Provider Agency Training Registration:

<https://www.carebridgehealth.com/nc-evv-agency-provider>

How to Connect with CareBridge

CareBridge EVV Users

- Email: ncevv@carebridgehealth.com
- Call: 855-782-5976

Important Links

- North Carolina EVV: <https://www.carebridgehealth.com/ncevv>
- Provider Survey: <http://survey.carebridgehealth.com/ncevv>
- Resource Library: <http://resources.carebridgehealth.com/evv>
- Provider Agency Training Registration: <https://www.carebridgehealth.com/nc-evv-agency-provider>
- Login Request: <http://evv.carebridgehealth.com/loginrequest>



Alt EVV Vendor Resources

Integrating with CareBridge

CAREBRIDGE INTEGRATES WITH YOUR CURRENT EVV SYSTEM

- Even if you don't use CareBridge, your EVV vendor will have to integrate to share data with CareBridge and all Healthy Blue claims must be generated by CareBridge EVV
- CareBridge data aggregation is **free** to both providers and your EVV vendors
- If your EVV vendor has informed you they cannot complete the integration process within an acceptable timeframe, then your agency has the option to use the CareBridge EVV solution while your vendor completes the integration process. Using the CareBridge solution, even temporarily, could prevent a delay in claims payments to your agency during the integration process.

Once the integration process is completed, your agency can start using your selected EVV vendor. To initiate the CareBridge process, complete the CareBridge Provider Survey <http://survey.carebridgehealth.com/ncevv>.

- For reference, the five Integration Milestones are listed below:
 - 1) EVV Vendor Identified
 - 2) Vendor completed the Third-Party Vendor Intake Form
 - 3) Vendor provides Public Key
 - 4) Vendor completes testing
 - 5) At least 1 claim submitted via CareBridge and successfully processed and received by Healthy Blue

Integration Resources:

<http://evvintegration.carebridgehealth.com>



Integrating with CareBridge

HOW DO WE MOVE FORWARD WITH ANOTHER EVV VENDOR?

CareBridge will work with your EVV Vendor to share technical specifications, test connections, and work towards successful integration of your encounter and claims data with Healthy Blue

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



How to Connect with CareBridge

Providers Using Alt EVV Vendor

- Email: evvintegration@carebridgehealth.com
 - Technical contact for EVV vendors who need to get set up
- Email: evvintegrationsupport@carebridgehealth.com
 - For providers and EVV vendors with general questions post-integration
- Call: 855-782-5976

Important Links

- Provider Survey: <http://survey.carebridgehealth.com/ncevv>
- Integration: <http://evvintegration.carebridgehealth.com>

