

November 2023

Electronic Visit Verification Home Health Checklist

Overview

The *21st Century Cures Act* includes a requirement that the North Carolina Department of Health and Human Services (NC DHHS) use an Electronic Visit Verification (EVV) system for home health services.

Blue Cross and Blue Shield of North Carolina is providing the EVV Home Health Checklist below to inform Healthy Blue providers of the requirements to ensure compliance with the *21st Century Cures Act* and meet the EVV requirements.

Please review each statement on the checklist:

If you can mark the item off as completed, there is nothing else for you to do on this specific line item. Continue to the next item:

- If any items remain unchecked, this means that you still have items to complete to ensure all tasks are finished. Once completed, you can check off that item and proceed to the next line.
- ☐ My taxonomy code is 251E00000X.
- ☐ I understand what revenue codes must be used for EVV.
- ☐ I have completed the *North Carolina Home Health Provider Survey*.
- ☐ I have chosen an EVV vendor:
 - I understand that if the EVV vendor I have chosen is a third-party vendor, it must be integrated with CareBridge.
- ☐ I am a CareBridge user, and Sandata is aware of my alternate EVV platform:
 - If not, contact Sandata Alternative EVV Support at **844-289-4246** or NCAItEVV@Sandata.com.
- ☐ I have completed the CareBridge training requirement to include all the training documents and videos for CareBridge to include the check in/check out process in CareBridge.
- ☐ My staff have completed the CareBridge training requirement to include all the training documents and videos for CareBridge to include the check in/check out process in CareBridge.
- ☐ I have obtained login information from CareBridge and have evaluated it to confirm no issues.
- ☐ My staff have obtained their login information and have evaluated it to confirm no issues.
- ☐ I have the contact information for CareBridge's customer support and integration.

<https://provider.healthybluenc.com>

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- ☐ I have attended one of the Healthy Blue office hours offerings that specifically addressed information needed to be ready for the EVV home health implementation.
- ☐ I know who my provider relationship management consultant is, and I have their contact information.

Provider resources and additional information:

1. If you, as a Healthy Blue provider, have not made an EVV decision:
 - You can use CareBridge's EVV solution to ensure compliance at no cost to you.
 - If you are interested in using CareBridge as your EVV vendor, complete [this survey](#).
2. If you, as a Healthy Blue provider, already use another *21st Century Cures Act* compliant EVV solution:
 - Complete the [EVV survey](#) to provide critical information about your agency.
 - Your EVV vendor will have to integrate to share data with CareBridge.
 - All Healthy Blue claims must be generated by CareBridge EVV.
 - CareBridge data aggregation is free to both providers and your EVV vendor.
 - If the integration process is to be completed by deadlines, agencies will need to onboard with CareBridge to ensure compliance.
 - Once the EVV vendor is fully integrated, all agencies will have the option to shift back to the original vendor (details to come).
 - Share this link to integration resources with your vendor:
<http://evvintegration.carebridgehealth.com>.
3. If you, as a Healthy Blue provider, want to access a read-only CareBridge website that is designed for providers who are using a third-party EVV solution and would like to see their HBNC data within the CareBridge system, please complete the following:
 - Select [here](#).
 - Select the **Resources for Integrated Agencies** hyperlink. By selecting this link, you as the provider will be forwarded to a page that provides information about what you can see in CareBridge.
 - Select **CLICK HERE**, and you will be redirected to a form that you as the provider can complete to request your credentials.
4. Register for [CareBridge orientation training](#):
 - Training: Module 1 — Setting Up Your Office (75 minutes/for administrators)
 - Training: Module 2 — Train the Trainer: Mobile App & IVR (75 minutes/for administrators)
 - Training: Module 3 — Authorizations & Schedule (75 minutes/for administrators)
 - Training: Module 4 — Visits & Billing (75 minutes/for administrators/billing)
5. Identify the agency administrator:
 - Complete the form [here](#).
 - CareBridge will send the username/provider ID to the administrator within three business days via email.
 - The administrator will set up all employees on the provider website.
6. Familiarize yourself with CareBridge's EVV Solution Provider Portal.

7. Review the mobile app and become familiar with how the application works for caregivers.
8. Review the Interactive Voice Response (IVR) system.
9. Review the **Roadmap to CareBridge EVV Success** as a suggested timeline of activities for deploying EVV home health at your agency.
10. Visit the [CareBridge Resource Library](#) and find North Carolina.
11. Review training documents and videos specifically North Carolina:
 - Caregivers
 - Provider agencies
 - Payers/PHP
 - Information about CareBridge
12. Review CareBridge contact information:
 - Required training: CareBridge Orientation Training
13. Do you have PHP-specific questions?
 - Contact your Provider Relations Consultant or Provider Relations at **844-594-5072**.
14. Do you have CareBridge EVV-specific questions?
 - Contact CareBridge by phone at **855-782-5976** or by email at ncevv@carebridgehealth.com.

Important CareBridge links:

- Provider survey: <http://survey.carebridgehealth.com/nchhev>
- EVV resource page: <http://resources.carebridgehealth.com/evv>
- Integration: <http://evvintegration.carebridgehealth.com>
- EVV training: <https://carebridgehealth.com/ncevv>
- EVV login request: <http://evv.carebridgehealth.com/loginrequest>

If you have any questions, please contact Healthy Blue Provider Services at **844-594-5072**, Monday to Saturday, 7 a.m. to 6 p.m. ET, contact your Healthy Blue provider relationship account consultant or email NC_Provider@healthybluenc.com.