

Using CareBridge Electronic Visit Verification

What is Electronic Visit Verification (EVV)?

- EVV is the electronic verification process for Medicaid home- and community-based services (HBCS) performed in a member's home or in the community.
- EVV captures six items in real time: date, location, start and end time, service provided, caregiver providing service, and member receiving service.

Why Should I Choose CareBridge EVV?

CareBridge is a best-in-class EVV solution that can be used via smartphone, GPS-enabled tablet, landline, and web-based platform to record service delivery and facilitate day-to-day management of a member's appointments. CareBridge also supports a wide array of aggregation capabilities.

- CareBridge EVV gives provider agencies hands-on training and support from CareBridge's talented team of professionals.
- CareBridge can be used with your Healthy Blue members along with all other Prepaid Health Plan (PHP) members at no cost to your agency.
- Using CareBridge's best-in-class platform and services will result in quicker returns, faster claims, and less administrative burden.

What Else Do I Need to Know?

Follow this link <https://www.carebridgehealth.com/trainingncevv> to find additional details and learn more about:

- Benefits of using CareBridge's EVV platform.
- Training and support materials available for CareBridge EVV users.
- Important steps that you need to start the EVV process.
- How CareBridge integrates with your current EVV system.

Note: CareBridge is an independent company providing electronic visit verification services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association.

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Benefits of Using CareBridge EVV

What are Some of the Benefits of Using CareBridge's EVV Platform?

- **Streamlined billing — Easier, faster, and more accurate billing with** simple and intuitive point-and-click functionality. Eliminate manual entry and administrative burden.
- **Improved authorization processing —** Automated file feeds flow directly to a single provider website where member and authorization data are visible.
- **Improved member outcomes —** Caregivers can focus on member care with decreased administrative burden.
- **Faster payments —** Revenue cycle improvement due to clean claim submission through a single provider website.
- **Accurate payroll —** Verification of visit times through EVV check-in and checkout ensures accurate data for payroll processing and verifies caregiver arrival and departure.
- **Cleaner communications —** Through a single website, providers can easily and efficiently communicate with the payer.
- **Improved scheduling —** Easy and enhanced web-based scheduling for all visits.
- **Visit monitoring —** Missed, late, and early visits are easily captured within the platform, helping providers drive towards an improved workforce and consistent care delivery.
- **Audit support —** CareBridge is a *CURES Act* and *HIPAA* compliant EVV platform, keeping proof-of-care data readily available. Member signatures are also collected via CareBridge EVV mobile app for additional visit verification.

Training and Support

Will EVV Training Be Provided?

There will be many training opportunities provided through video conferencing, as well as on-demand self-paced options. CareBridge will also provide training materials, as well as other support resources for caregivers and attendants. We will provide various webinars, presentation materials, handouts, and ongoing support for all provider agencies. All training, documentation and support resources will be available 24/7 on the CareBridge Resource Library, accessible anytime you need it.

Why Should I Attend EVV Training?

The training events and resources provided 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 generating reports.

Who Will Train Provider Agency's Caregivers on EVV?

CareBridge will provide Train the Trainer training sessions to provider agency managers, administrators, and trainers to equip you with materials and resources that you need to train your caregiver staff. 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.

Start the EVV Process Today

Here Are the Steps You Need to Take to Start the EVV Process

1. Complete the Healthy Blue *EVV Survey* at <http://survey.carebridgehealth.com/ncevv> to provide critical information regarding your agency including:
 - Contact person for receiving EVV communications and training notices.
 - Services you provide that will require EVV.
 - Your choice for providing EVV in North Carolina — This could be CareBridge, SembraCare, or another EVV vendor.
2. Register for training: <https://www.carebridgehealth.com/trainingncevv>.
3. Review resources: <http://resources.carebridgehealth.com/evv>.
4. If using another EVV vendor, share the data integration technical specifications: <http://evvintegration.carebridgehealth.com>.

Integrating with CareBridge

CareBridge Integrates with Your Current EVV System

It is critical for Blue Cross and Blue Shield of North Carolina to have an exceptional aggregation solution in place for Healthy Blue members. Regardless of the EVV solutions used by the provider network, the prepaid health plan's (PHP) aggregation solution will play a critical role in long-term success:

- Standardizes the data inputs
- Centralizes access to the data
- Allows for holistic reporting across the entire market
- Ensures clean claims from all network providers through customized pre-billing edits
- Enables CareBridge and our partners to leverage EVV visit information to provide additional services designed to improve outcomes

How Do I 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.

- Complete the Healthy Blue *EVV Survey* at <http://survey.carebridgehealth.com/ncevv> to provide critical information about your agency.
- Complete an attestation to confirm vendor decision, acknowledge *21st Century Cures Act* compliance, and confirm their responsibility.

Share the link to integration resources with your vendor:
<https://www.carebridgehealth.com/trainingncevv>.

Need More Information?

For More Information on EVV, EVV Next Steps, or CareBridge:

CareBridge Support Center
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