

NEW PROVIDER/VENDOR STANDARD OPERATING PROCEDURE



When an EVV vendor has a new Provider, the Provider must contact CareBridge to confirm the information below. *CareBridge will not accept any information from the Vendor, it is the duty of the Provider to obtain and communicate the necessary information.*

EXISTING PROVIDER AGENCY REQUESTS NEW VENDOR ASSOCIATION

- Which payers and/or services (PCS/HH) the Provider Agency will be sending through the new Vendor
- What *Effective Start Date* the transition will take place
- Any updates to information prior to the date of transition must be sent through the prior vendor/method by the Provider Agency
 - Example: Provider A wants to send X Payer Data through Vendor Alpha as of 1/1/23 and no longer through Vendor Charlie. If/when the provider updates any appointments with a Date of Service prior to 1/1/23, it must be sent through Vendor Charlie.

NEW PROVIDER AGENCY REQUESTS A VENDOR ASSOCIATION

- Provide same information above
- Providers will need to confirm with their Vendor if they are receiving Appointment Status Reports and/or Appointment Error Reports from CareBridge.
- New Provider agencies must provide the following:
 - Provider Legal Name
 - Medicaid ID#
 - Tax ID #
 - NPI #
 - Provider Contact (name, email, phone number)
 - Provider Mailing Address
 - Name of EVV vendor
 - Vendor contact
 - Vendor contact phone number
 - Vendor contact email address
 - Effective Date of Transition



Providers can access additional information through the [Resources for Integrated Agencies](#) page and request Read-Only Provider Portal access through the [Integrating Agency Limited User Access Request Form](#).

The CareBridge integrated agencies support center is available if you have any questions at evintegrationsupport@carebridgehealth.com or **(844) 920-0989**.