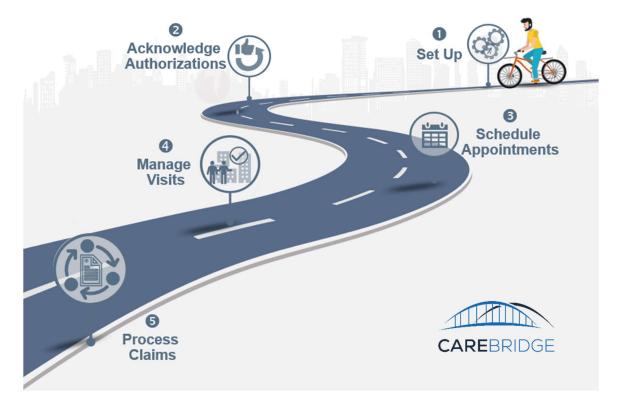


## **ROADMAP TO EVV SUCCESS**



The following checklist is a suggested timeline of activities for deploying EVV at your agency

## WEEK 1 - OFFICE SET UP & SCHEDULING

- Administrative Staff attends Orientation and receives log in credentials
- ☐ Attend Training Modules 1 & 2 are recommended for Week 1
- ☐ Attend Training Modules 3 & 4 during first or second week
- ☐ •Set up your employees and assign to office and/or member groups
- ☐ Review data within provider portal for completeness and accuracy (Member, Authorizations)
- ☐ ②Acknowledge Authorizations and ③Schedule Appointments (Assign Caregivers, Populate Care Plan Activities, etc.)

## **WEEK 2 - CAREGIVER TRAINING**

- ☐ Train Caregivers on the use of CareBridge app and IVR (interactive voice response)
- ☐ Caregivers install app and log in first time
- ☐ Caregiver Check In/Out, completion of observed changes and care plan activities

## **WEEK 3 – PROCESS CLAIMS**

- ☐ Caregivers continue using CareBridge App or IVR for Check In/Out
- ☐ **4** Manage Visits (missed, late and manual entries)
- ☐ Complete pre-billing checks and ⑤ Process Claims
- ☐ Review Reports to assess performance

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