SETTING UP YOUR OFFICE

CAREBRIDGE

PROVIDER PORTAL ACCESS PROCESS IN 8 EASY STEPS:

1. CareBridge creates Agency Admin (Super User) profile in EVV system
2. Agency Admin's username, Provider ID and login link is sent via automated email from iaevv@carebridge.com
3. Agency Admin adds additional employees
4. Agency Admin shares Provider ID and username setup instructions with newly added employees
5. Employees go to https://ia.carebridgehealth.com
6. Employees use the **Sign Up!** link to login for the first time
7. Temporary passcodes are sent to employees via text or email on file
8. Employees enter the passcodes and create their new passwords

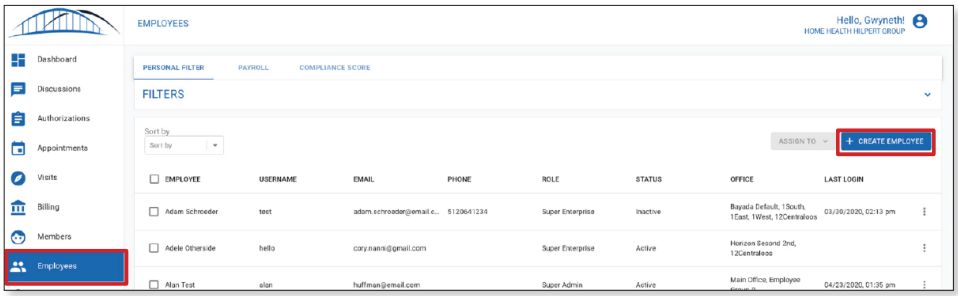
CAREBRIDGE PROVIDER PORTAL

The CareBridge Provider Portal is a web-based workflow tool that enables Provider office employees to view authorizations and claims, schedule and manage appointments, bill for completed visits, and view dashboards to ensure operational excellence.

CREATE EMPLOYEES

On the Employees page is a tabular view of all employees that are in the Provider Portal (see Figure 1). It allows Agency Administrators to view, modify, and create new employee records. To create a new employee, select the **Create Employee** option in the top right-hand corner of the page.

Figure1. Employees Page



In addition to demographic information, the following fields are critical in setting up the new employee's profile:

- **Username:** This is a required field. We recommend the Username is their first initial and last name with no spaces. If there are multiple employees with the same combination, we recommend adding sequential numbers to the end, for example, 01, 02, 03, etc. The Provider Agency must communicate the username and Provider ID to the new employee in order for them to sign up for the Provider Portal or Mobile Application, depending on the role of the employee, ex. - Office Staff vs Caregiver.
- **Email:** This email address is used for general communications and to receive a passcode that allows users to create their own password when they login for the first time.
- **MFA Phone Number:** For the user to receive multi-factor authentication codes used to sign into their mobile phone, this field will need to be completed. (This phone number will also be used to receive a passcode that allows users to create their password when they login for the first time.)
- **Worker Rate:** Worker Rate is used to accurately calculate Caregiver payroll reports.
- **Interactive Voice Response (IVR) Pin:** IVR is generally a backup option for Caregivers without smart devices. (If a user needs IVR access, a PIN will need to be created by the Agency Admin.)

LET'S GET STARTED

Once the Portal Administrator has populated the Provider Portal, Employees may begin logging in.

LOGIN

1. Navigate to: https://ia.carebridgehealth.com/
2. New employees can use the **Sign Up!** link to create a password and access the Provider Portal (Figure 2).

Figure 2.. Login as a New Employee

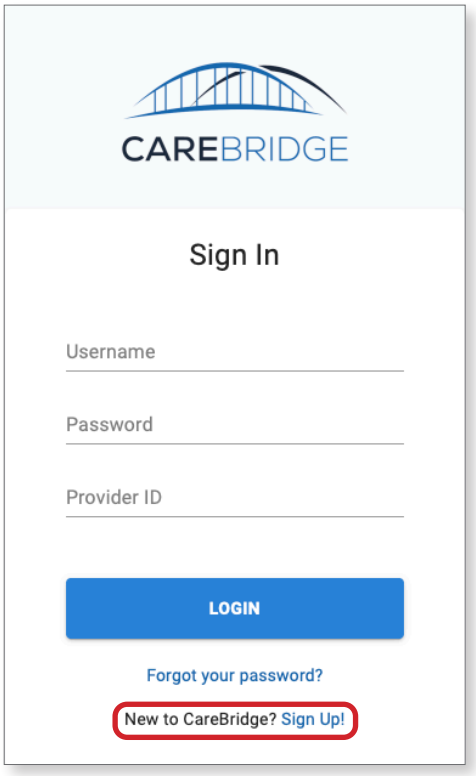
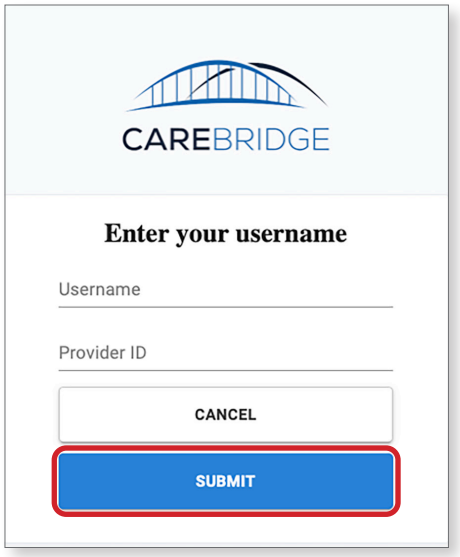


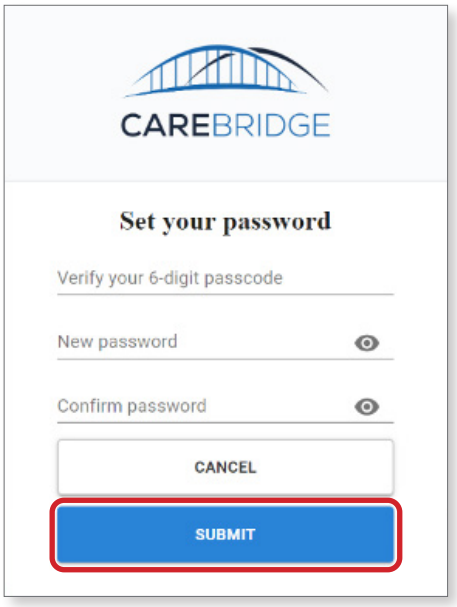
Figure 3. Enter Employee Information



ENTER EMPLOYEE INFORMATION

Enter the Username and Provider ID for the new employee (Figure 3), and select **Submit**. This step will generate the new employee's passcode and the portal will automatically send it to them via text or email

Figure 4. Enter Passcode and Create Password

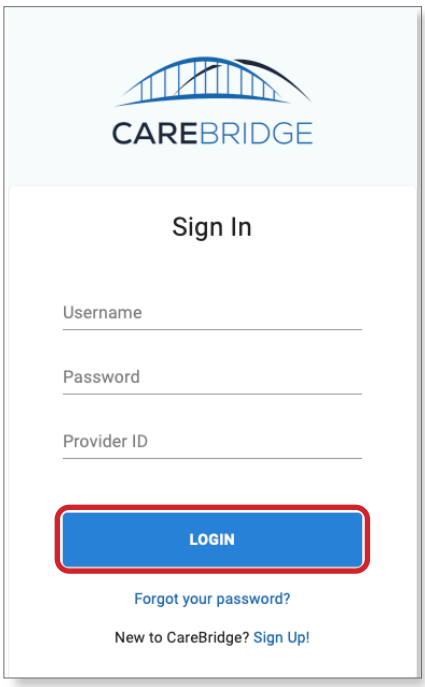


THE NEW EMPLOYEE CAN THEN ENTER THE PORTAL PASSCODE AND CREATE THEIR NEW PASSWORD

The new employee can then create a password that is at least 8-digits with a capital letter and a number. Confirm the password and **Submit** (Figure 4).

If the employee does not receive a passcode via text or email, it can be generated in the portal by a Provider Agency Admin employee.

Figure 5. Login as New User



THE NEW EMPLOYEE CAN NOW LOGIN TO THE PROVIDER PORTAL AS NEW USER

The new office employee can then type in their username, password, and Provider ID and select **Login** (Figure 5).

Please Note: Caregivers - For information about logging-in to the CareBridge Mobile Application, please see the Mobile Application Download and Login document in the CareBridge Training Library.

MODIFY EMPLOYEE INFORMATION

To modify the details of an employee, search for the employee using the employee Filters (Figure 6) and select **Employee Details** (Figure 7) to access their profile.

Figure 6. Employee Filters

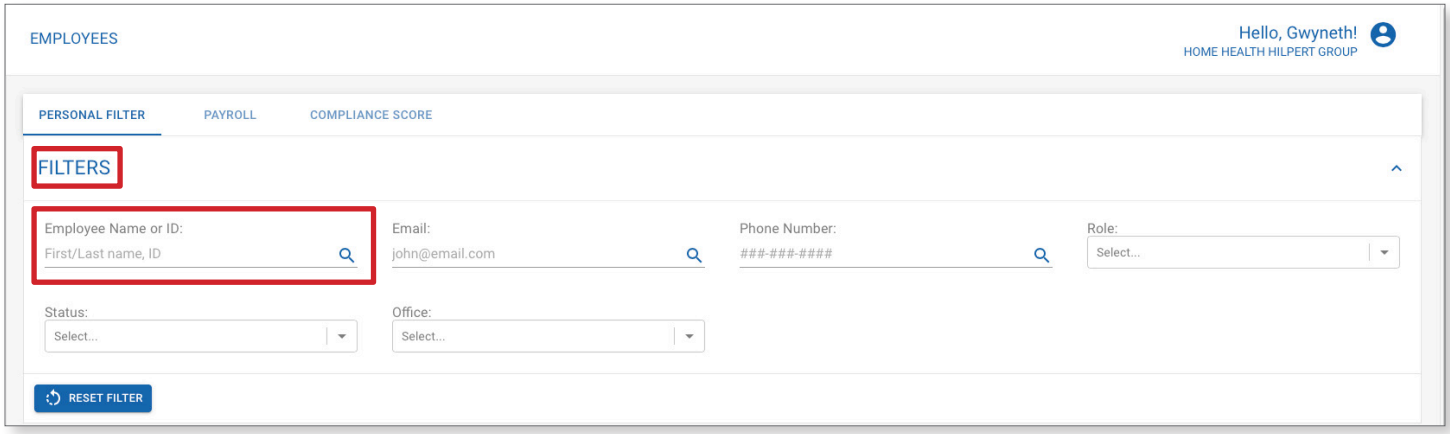
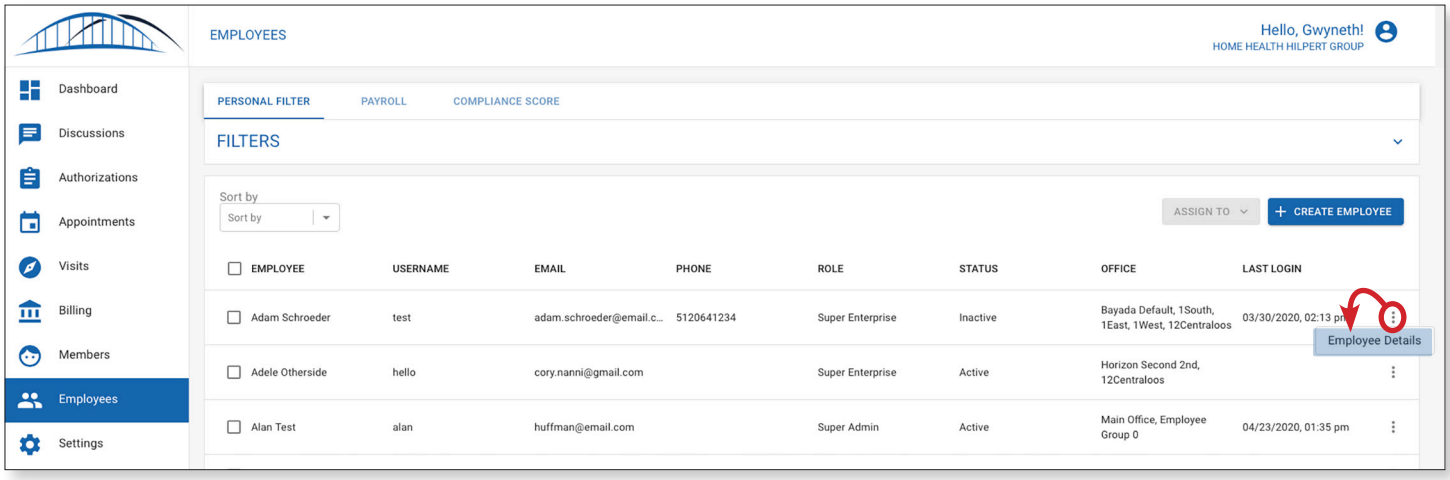


Figure 7. Employee Details



MODIFY EMPLOYEE DETAILS

To modify employee details, select the **pencil icon** next to the Employee name (Figure 8). The employee details fields will become editable. Select the **Save** button at the bottom of the employee details area to save your changes.

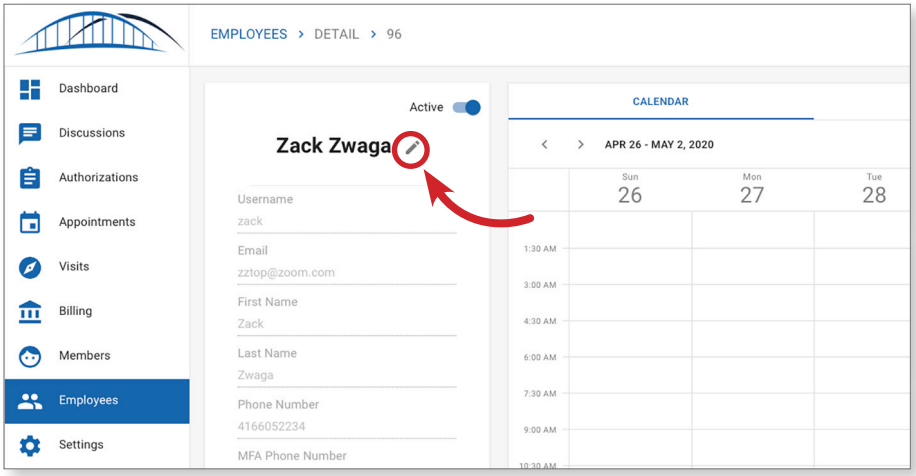



Figure 8. Modify Employee Details