



ROLE DEFINITIONS - NEW JERSEY

The following is a list of roles that have been referred to within the CareBridge Platform Training Guide and other training documents. As this list evolves, the agency will be provided with updated lists.

Administrator – Provider agency employee with Administrator permissions in the EVV system.

Agency Employee – Provider agency office staff who will be using the EVV system for some type of operational function (i.e., managing authorizations, scheduling appointments, assigning caregivers to members, billing, etc)

Caregiver – The employee who works in the member's home providing authorized services.

Employee – Anyone who works for the provider agency.

Managed Care Organization (MCO) – The member's health plan. The health plan is contracted with the New Jersey FamilyCare for coordination of members' care and benefits.

Member – The person the provider agency supports who is enrolled in the LTSS program receiving services in their home.

Payer – The Managed Care Organization (MCO) that reimburses the provider agency for services rendered.

User – Anyone at CareBridge, the MCO or the provider agency who logs into the EVV system, via web portal or mobile app, to review data or do work.