



PROVIDER INSTRUCTOR'S GUIDE FOR CAREGIVER EVV TRAINING



OVERVIEW

This Instructor's Guide is used to equip trainers with materials and information to train caregivers on the setup and use of the mobile app and IVR process. This guide gives the trainer an overview of the materials available, and the most effective manner and order in which to use the materials while training caregivers.

TRAINING MATERIALS

We have prepared several materials for you to effectively train your caregivers. The following materials are available for use when training the caregivers within your agency.

- Instructor's Guide (this document)
- PowerPoint Presentation with a script to help guide the trainers
- Video that can be used during training and available to caregivers for later use, if needed
- Four quick reference guides for the caregivers:
 - Downloading the Mobile App on a smart device
 - Completing a visit using the Mobile App
 - Completing a visit using the IVR process
 - Caregiver FAQs

CAREGIVER ELECTRONIC VISIT VERIFICATION FAQs

WHAT IS ELECTRONIC VISIT VERIFICATION?
Electronic visit verification (EVV) uses technology to record the timing and location of Caregivers/ Direct Service Workers during appointment Check-In and Check-Out. This method of verification provides an accurate accounting of Caregivers' actions in accordance with the Member's person-centered service plan while minimizing or eliminating inappropriate claims.

WHO IS INVOLVED WITH EVV?
EVV involves Attendants, Providers and Caregivers who deliver personal care, respite care and companion care to IA Health Link Members. This change is required by a federal rule called the 21st Century Cures Act.

WHAT ARE THE BENEFITS OF AN EVV SYSTEM?
There are many benefits of an EVV system, including improving quality and the delivery of care by making Caregiver activities transparent and measurable. Leveraging an EVV system can also increase claim auto-adjudication or clean claims rate, resulting in faster claims payment. EVV also reduces the likelihood for error or potential fraud by recording the individual Caregiver's location, Check-In and Check-Out time and data on what services were provided to whom.

WHEN DO PROVIDERS NEED TO START USING EVV?
The 21st Century Care Act mandates all Providers who deliver personal care, respite care, and companion care to start using EVV no later than January 1, 2021. We encourage you to begin using EVV before the deadline to allow time to prepare for this change, so you don't experience a disruption in claims reimbursement and to ensure you are fully operational by the deadline.

WHAT IS CAREBRIDGE?
CareBridge is a best-in-class EVV solution that can be used via mobile phone, tablet, landline and web-based portal to record service delivery and facilitate day-to-day management of Members' appointments. CareBridge also supports a wide array of aggregation capabilities, meaning that if you currently have an existing 21st Century Cures Act compliant EVV system or vendor, Amerigroup Iowa and Iowa Total Care can work with that EVV vendor/system.

MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE OVERVIEW

The CareBridge mobile application is available to Caregivers and can be downloaded from the App Store or the Google Play store. If you need help with downloading the app, please refer to the Mobile Application Download and Login Guide in the CareBridge Resource Library. The instructions below will tell you how to Check-in and Check-Out of appointments within the mobile application.

CHECKING INTO A SCHEDULED VISIT
After logging in, you will see a list of appointments scheduled for the day (Figure 1). Find the appointment you need to work and click on it.

Figure 1. Checking into an appointment

Figure 2. Discussions

DISCUSSIONS (FIGURE 2)
When checking into the appointment, there is a speech bubble icon in the top right. If there is a number there, it means there is a Discussion. If it's blue, it means there is at least one unread comment. You can click on the icon to view Discussions. A blue dot shows which Discussions have unread comments. You may open and add comments to an existing Discussion by clicking on it. If you would like to create a new Discussion to be attached to the Member (visible to office staff or Caregivers working with the Member), you can click the + to add to the Discussion (Figure 2).

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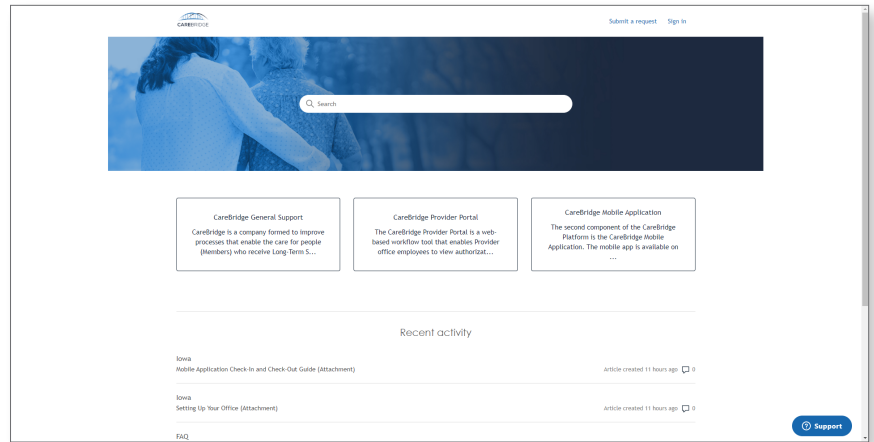
All the aforementioned training materials are to be used by the Provider Agency trainers and will be available within the CareBridge Resource Library accessible through the Provider Portal and the Resource Library website. Please continue reading for more detailed descriptions of these materials.

SUGGESTED TRAINING MODEL

1. Begin with the PowerPoint Presentation. A demonstration video is embedded into the PowerPoint as part of the training but is also available as a stand-alone training item for caregivers to use if they need reminders or assistance with any of the steps in downloading the app or completing visits. This is the same video discussed below. The IVR process is also demonstrated in the PowerPoint for caregivers who will need to use that process.
2. The next tool is a video demonstrating the mobile application. The video is 11 minutes long and details each step the caregiver will need to take when downloading and using the mobile app. As mentioned above, this video is embedded in the PowerPoint and also available on its own. It is a great tool to pause, replay, and play as many times as needed to learn the mobile app.
3. And finally, there are four quick reference guides.
 - a. The first is specific to the mobile app and has instructions for how to download the app on a smart device.
 - b. The next one, also specific to the mobile app, provides instructions for how to complete a visit using the mobile app. This guide walks the caregiver through checking in and checking out, as well as answering the observed changes survey and completing the care plan documentation, if it applies.
 - c. The third guide is for the caregivers who will be utilizing the IVR process, which has instructions for how to complete a visit using the IVR and answering the prompts.
 - d. The final resource document for Caregivers is the Caregiver Frequently Asked Questions. This document answers common questions asked across different topics related to a Caregiver's use of EVV.



The PowerPoint, videos, quick reference guides, and more will be available for viewing or download in the CareBridge Resource Library. You can reach the Resource Library through the provider portal. You and your Employees/Caregivers can also follow this link to access the Resource Library online. If the Employee/Caregiver has no way to access the library, all the document files are print-ready and can be shared via hard-copy.



<https://carebridgehealth.zendesk.com/hc/en-us>

