



## ROLE DEFINITIONS - ARKANSAS

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.

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

**Provider-Led Arkansas Shared Savings Entity (PASSE)** – The member's health plan. The health plan is contracted with Arkansas Department of Human Services Medicaid for coordination of members' care and benefits.

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

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