

# INDIVIDUAL CDAC MOBILE APPLICATION DOWNLOAD AND LOGIN GUIDE



## OVERVIEW

The CareBridge mobile application (available for iOS and Android) can be downloaded from the App Store or Google Play store (Fig. 1). This app is free to download. The instructions below will tell you how to download and login to the application.

The mobile app allows the Caregiver to Check-In and Check-Out of EVV required appointments, document any Observed Changes, see and document the Care Plan activities completed, and see a Discussion from the MCO about that Member. In addition, the mobile app will automatically bill completed visits.

## DOWNLOAD AND FIRST TIME LOGIN

Download the CareBridge app by searching for “CareBridge” in the App Store/Google Play Store.

- The application requires location services permission at installation. **Please note:** Your current location will only be captured during the check-in and check-out process.
- The application supports most current versions of both Apple and Android operating systems.
- The application supports English, Spanish, and Russian languages.

Once the app is installed, you will see the Team Setup screen (Fig. 2). If you have registered for a live training session or filled out a login credentials request form (<http://evv.carebridgehealth.com/loginrequest>), you should have received a Username and Provider ID from CareBridge in an email or text. Enter the Provider ID and click **Next** to begin the login process. If you want to practice with training data click on **Training Mode**.

Figure 1. CareBridge on iOS and Android

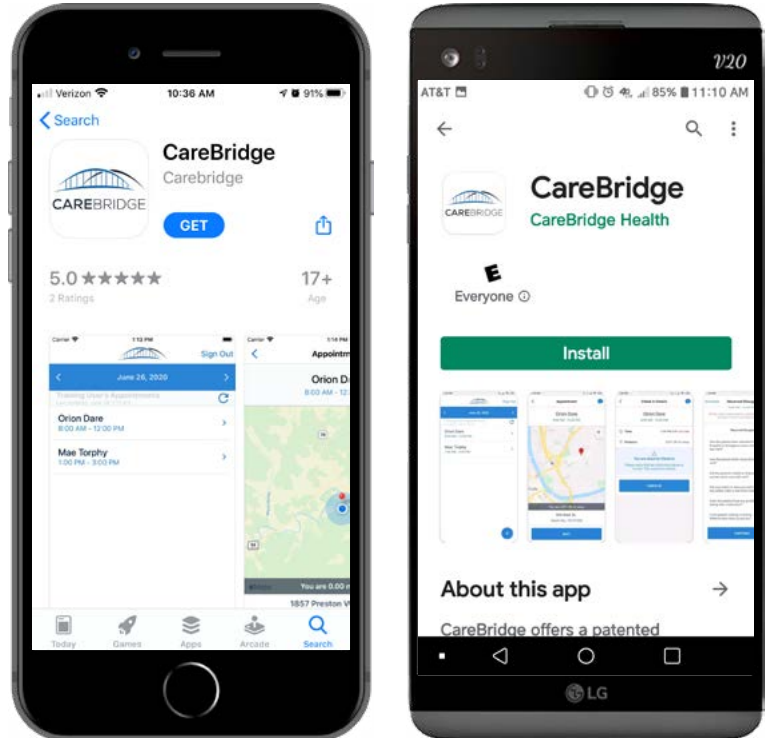
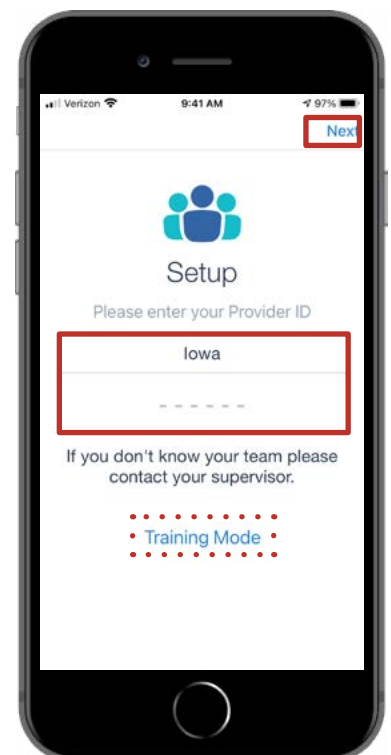


Figure 2. Training Mode



Next, choose **SIGN UP** (Fig. 3) and enter your username (this should be your first initial and last name with no spaces). The MCOs will send Caregiver information to CareBridge. If CareBridge receives your phone number, you will receive a 6-digit passcode in a text message after you click **Next**. If CareBridge does not have your phone number but has your email address you will receive the 6-digit code in your email. If they do not have either, you will need to get a one-time code by contacting the CareBridge Support Center after you click **Next**. You will need to give the Support Center your social security number to verify who you are.

**Please note:** the code expires after 20 minutes so call the Support Center and once you receive the code, enter it **right away**. You can call the CareBridge Support Center at (844) 343-3653, Monday – Friday 7AM – 5PM Central Standard Time. If your phone number is not in our records or any time your phone number changes, please call the Support Center.

Figure 3: Setting up a user profile

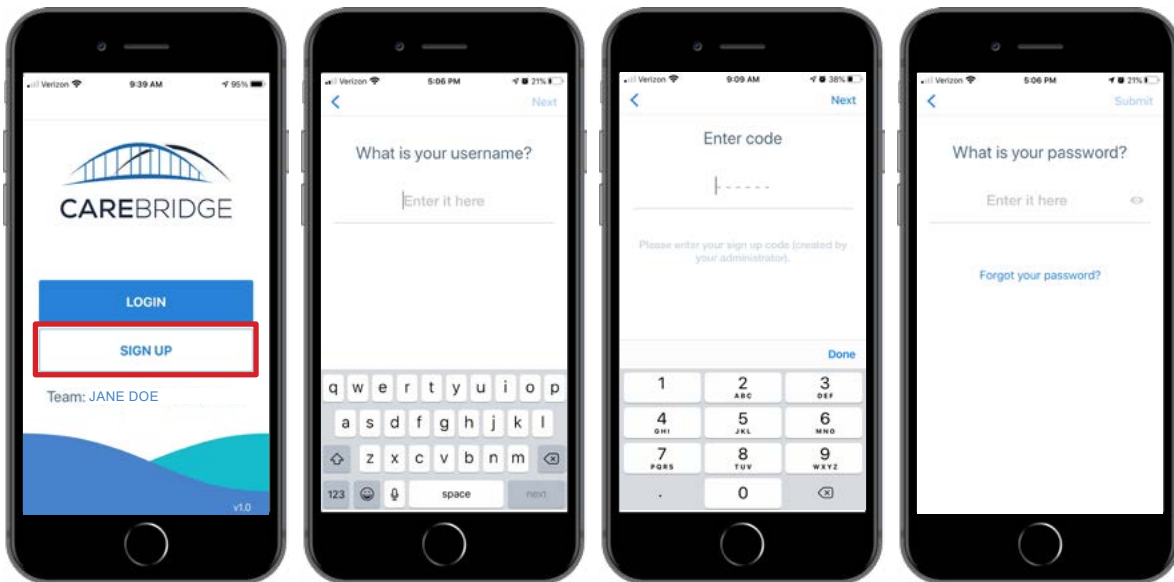
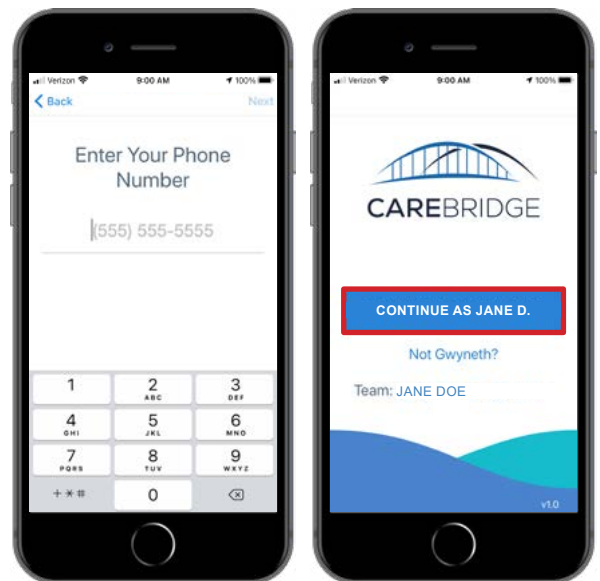


Figure 4: Finishing mobile app registration

Once you enter your code and it has been verified, you will be prompted to set up your password and enter your mobile phone number (Fig. 4). Click **Next**.

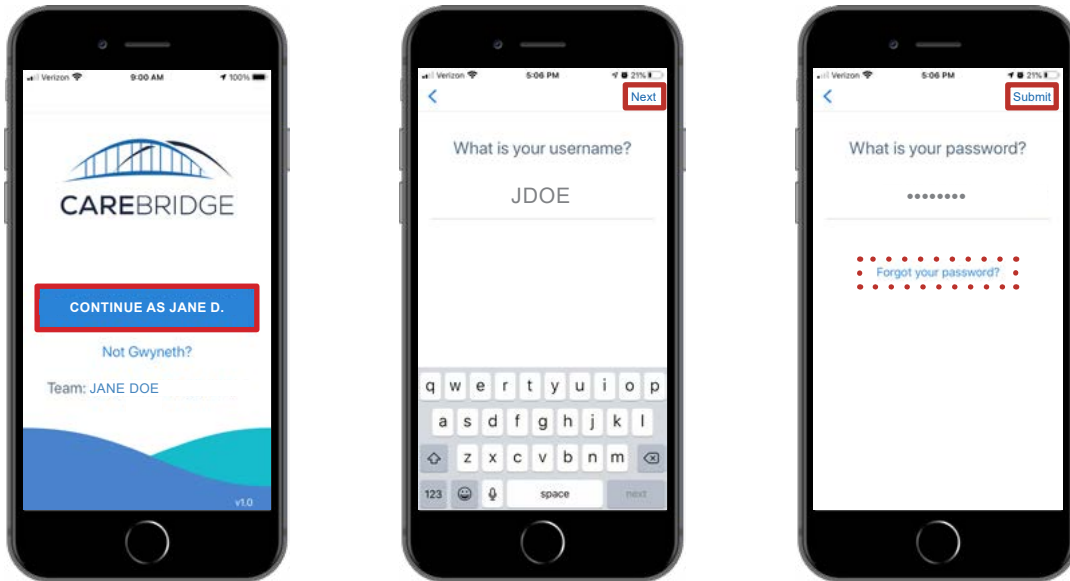
You will now be on the login screen and it will show your first name and the first initial of your last name (Fig. 4). You are now registered in the mobile app. Press the blue button to continue.



### LOGIN

After you have registered and need to use the app again, log in by first entering your username - then click **Next** and enter your password - then click the **Submit** button (Fig. 4). **Please note:** Occasionally, users will receive a 4-digit re-authentication code that is sent via text to their mobile phone. Entering this code confirms the user's identity and is used for security purposes. Enter the code and click **Verify**.

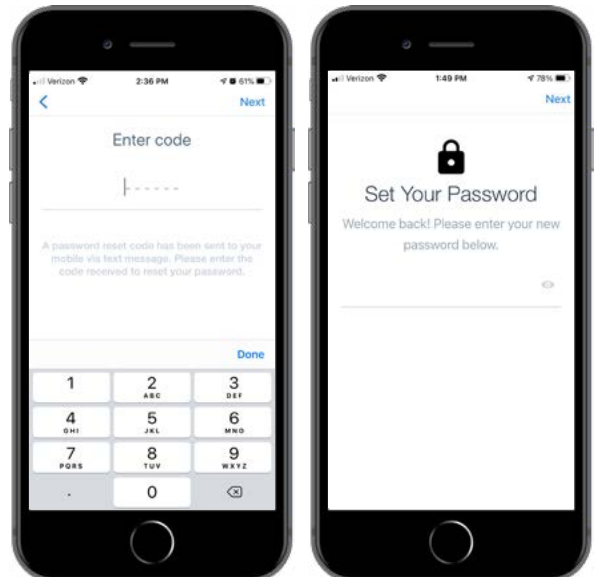
Figure 5: Sign into the application



### WHAT IF I FORGET MY PASSWORD?

If you forget your password, click **Forgot your Password?** (Fig. 5). Then you will receive a 6-digit code in a text message. Enter the code on the recovery screen (FIG. 6) and you will be asked to set a new password.

Figure 6: Reset your password



### STILL NEED HELP?

If the contents of this guide do not answer your questions, please contact the CareBridge Support Center at 1 (844) 343-3653.

The CareBridge Support is available from 7 AM to 5 PM Central Standard Time.