



## ROADMAP TO EVV SUCCESS



The following checklist is a suggested timeline of activities for deploying EVV at your agency

### WEEK 1 – OFFICE SET UP & SCHEDULING

- Administrative Staff attends Orientation and receives log in credentials
- Attend Training - Modules 1 & 2 are recommended for Week 1
- Attend Training – Modules 3 & 4 during first or second week
- ① Set up your employees and assign to office and/or member groups
- Review data within provider portal for completeness and accuracy (Member, Authorizations)
- ② Acknowledge Authorizations and ③ Schedule Appointments (Assign Caregivers, Populate Care Plan Activities, etc.)

### WEEK 2 – CAREGIVER TRAINING

- Train Caregivers on the use of CareBridge app and IVR (interactive voice response)
- Caregivers install app and log in first time
- Caregiver Check In/Out, completion of observed changes and care plan activities

### WEEK 3 – PROCESS CLAIMS

- Caregivers continue using CareBridge App or IVR for Check In/Out
- ④ Manage Visits (missed, late and manual entries)
- Complete pre-billing checks and ⑤ Process Claims
- Review Reports to assess performance