ELECTRONIC VISIT VERIFICATION: NO AUTHORIZATION WORKFLOW



Certain service codes will not have authorizations associated with them for scheduling appointments or completing visits. In theses instances, providers will be able to schedule appointments and complete visits for their members without an authorization.

To begin, a member profile must be created. When creating an individual member profile, you will need to have the member's information available before you start. On the *Members* page in the *CareBridge Provider Portal*, select the **+ ADD MEMBER** option in the top right-hand corner.

The following fields are critical in setting up the new member's profile:

- Member's name
- Date of Birth
- Member Medicaid ID
- Payer(s) Information
- Primary Address
- Primary Phone #

After clicking **+ ADD MEMBER**, you will be directed to the New Member form. Begin filling out the fields, starting with the member's name and date of birth.

Demographics A	
o chi ographilo i t	
First Name	
Last Name	
Lustrianis	
Date of Birth	
Medicald ID	
Medicald ID	
Email	
-	
Region	
Officer	
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Groups	
Payer(s) 🗸	ADD PAYER
At least one payer must be added to edit the EVV	/ Information
D0/Jeferration	
EVV Information V	
	SAVE

Figure 1. Add Member Option

The member's **Medicaid ID** is a required field. This is to identify the Member's benefits.

Assigning Members to **Offices** and/or **Groups** is a way to organize Members by location, preferences, or any number of other relevant attributes.



To add payer information, click **ADD PAYER**. Enter the required information and click **save**. Figure 2. **Add Payer** option

Add Payer				×
Payer	Member Id	Program	Eligibility Dates	
·			Start Date - End Date 📼	
			CANCEL	SAVE

Once the payer info has been entered, the EVV Information section can be filled out. Click the "+" symbol to enter the Member's Primary Address, select the Address Type, and select a payer under Share with Payer. Click **save** when the information has been filled out(Figure 3). If the Member is routinely cared for at multiple addresses, the user will need to enter these addresses. This can be done in the Secondary Address(es) field by clicking on the **+** symbol.

Just like the address, the user now needs to enter the member's primary phone number and a secondary phone number(s) can be entered if needed. Select the "+" symbol to enter the phone number, select the Phone Type, and select a payer under Share with Payer. Click **save** when the information has been filled out (Figure 4).

After completing the member profile, scroll down and *click* **save** at the bottom of the page.

Figure 3. Add Primary Address

Street Addin	ess Line 1			
Street addres	S			•
Street Addr	ess Line 2	(optional)		
Apartment, si	uite, unit, bu	uilding, floor, etc		9
City		State 🗸	Zip Code	
Address Type	Select	v		
	(

Figure 4. Add Phone Number

Primary F	Phone Number	
Phone # Type	Select	•
Share with Payer	Select	•



× Schedule Appointment			
AMANDA No Authorization	Select For Scheduling	Time Selection 12:00 pm 1:00 pm Employee Overnight Appointment(s)	
Healthy Blue of North Car ▼ Select Diagnosis ▼ Modifier 1 Modifier 2 ▼ Select Modifier 1 ▼ Select Modifier 2 ▼	Select Service Code Modifier 3 Select Modifier 3	Location Start Location End Location	- 147 - 1×
Service Provider Service Provider Medicaid ID Select Service Provider	Service Provider NPI	Individual Date Selection Dates Select Dates	Selected
		Repeat Schedule CLEAR Start Date Repeat Every Select ~ Repeat On Select ~	
		End After Visits By Image: Constraint of the second	of 1 < >
		Add Note	CLEAR
		- SCHEDULE APPOINTMENTS	

Figure 5. Schedule Appointment detail screen

Providers can choose the "**No Authorization**" option in the **Schedule Appointment** screen, then select the diagnosis code, service code, modifiers (if any), and the service provider (Figure 5). The service provider Medicaid ID and NPI will automatically populate once the provider has been selected. Once the **No Authorization details** have been completed, the selections will apply to the single scheduled appointment, or to all appointments if a repeat schedule is selected. The schedule appointments screen can be accessed by clicking the **schedule appointment button** on the authorizations page.



Providers can also make changes to the **No Authorization** selections on already scheduled appointments (*Figures 6 & 7*).

Click the **pencil icon** under the **billing box** on the **Appointment Details page** to edit the selections (*Figure 6*).

Once the changes have been made, simply click **save**. Please note this will only change the appointment that is being viewed. If multiple appointments need to be edited, this process will need to be repeated for each appointment (*Figure 7*).

Billing		1
Service Code:	92521	
Modifier 1:	None	
Modifier 2:	None	
Modifier 3:	Figure 7. Ec	dit Billing Details
Modifier 4:	Billing	
Revenue Code:	Service Code:	92521 - EVALUATION OF SPEE
Billing Status:	Modifier 1:	Salant Modifiar
Units:	Mounter 1.	
External Payer Claim Num	Modifier 2:	
Service Provider:	Modifier 3:	Select Modifier
Service Provider NPI:	Modifier 4:	Select Modifier
Service Medicaid ID:	Revenue Code:	Select Revenue Code 🗸 👻
Primary Diagnosis Code:	Billing Status:	None
	External Payer Claim Number:	None
	Service Provider:	
	Service Provider NPI:	2 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
	Service Medicaid ID:	21 Mar.
	Primary Diagnosis Code:	R230
		CANCEL

Figure 6. **Billing** Box

MANUAL ENTRY

To create a direct manual entry in the portal without an authorization, select the manual entry button in the Visits page. In the manual entry screen, select the "No Authorization" option in the Authorization drop down menu.

anual Entry ^{atus:} None ling Status: None					:
Member	¥	Payer	¥	Employee	Ŧ
Authorization	Ο	Service Code		Appointment (optional)	÷
Check-In Date/Time	ē	Check-Out Date/Time	Ē	Visit Duration	
Location	-	Manual Reason Code	•		
Service Provider Information \checkmark					
Additional Appointment Informatio	on 🗸				
Notes 🗸					