

MOBILE APPLICATION DOWNLOAD AND LOGIN GUIDE



OVERVIEW

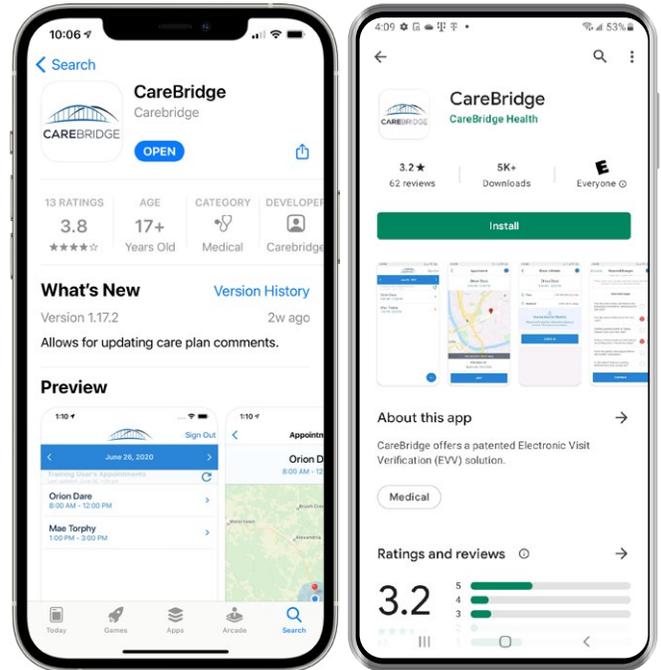
A new, upgraded CareBridge EVV application is now available for Tennessee agency caregivers providing services.

The legacy HealthStar EVV applications will no longer be usable effective August 1, 2022.

The CareBridge Mobile Application allows the caregiver to:

- Utilize a single application
- View upcoming appointments
- Check-In and Check-Out of EVV required appointments
- Document task codes
- Submit Care Notes Survey (Caregiver survey)
- And attest via signature that services were performed.

Figure 1. Download screens in the App Store and the Google Play Store



DOWNLOAD AND FIRST TIME LOGIN

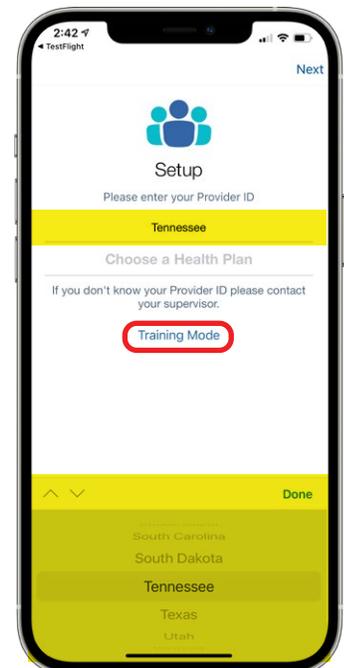
The caregiver can download the free CareBridge Mobile App by searching for CareBridge in the App Store/Google Play Store (Figure 1).

- The mobile app requires location services permission at installation. **Please note: the caregiver's location is only captured during the Check-In and Check-Out process.**
- The mobile app supports current versions of both operating systems.
- The mobile app supports the following languages: English, Spanish, and Russian.
- The mobile app has been configured so that only **one application** is necessary for both Amerigroup and UnitedHealthcare.

Once the app is installed, you will see the Setup screen (Figure 2). Your existing credentials will work with the new application.

Please note: If you would like to practice with training data before using the real app, just click on **Training Mode** (Figure 2).

Figure 2. Setup screen showing state choice



Follow these steps to login:

1. Choose **Tennessee** as your state.
2. Choose the appropriate **Health Plan**.
3. Choose your **Provider Agency**. You may use your agency ID (MPIN ID) or use the search field to type in the name of your agency.
4. Select **LOGIN**.
5. Enter your **username**.
6. Enter your **password**.
7. Select your **security image**.

You are now logged into the CareBridge EVV mobile application.

Figure 3. Setup screens showing Health Plan and Provider ID choices

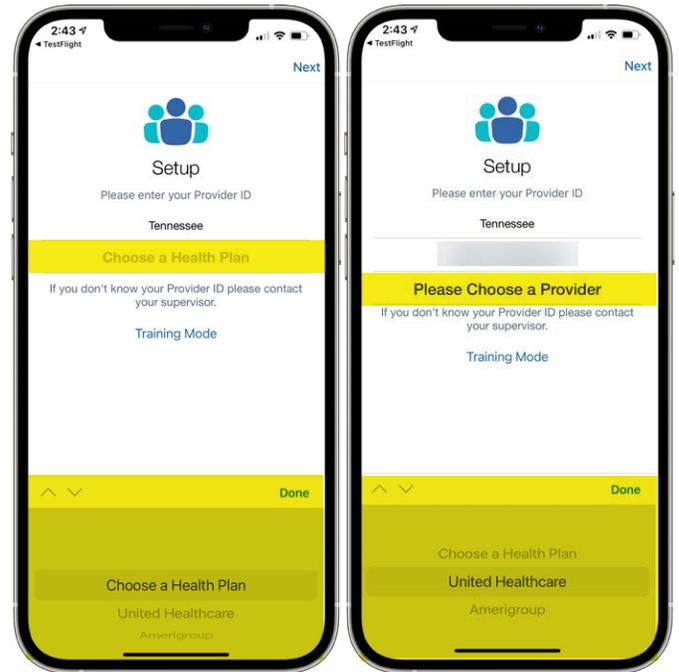
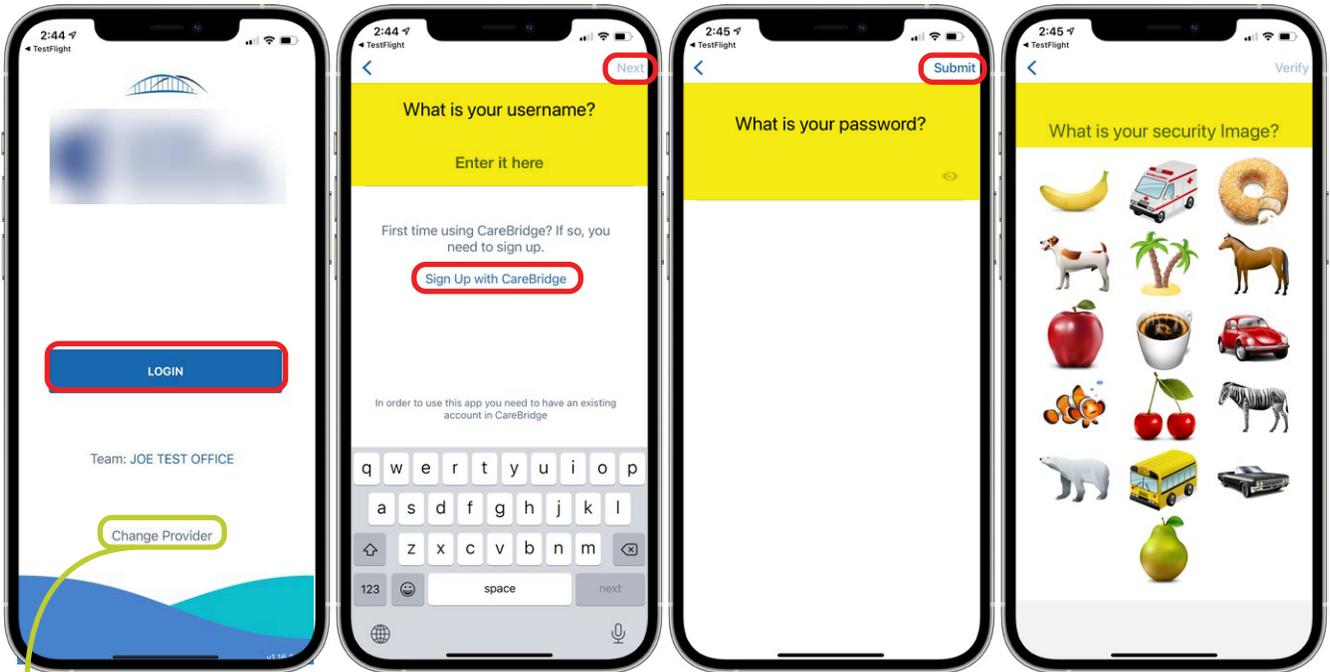


Figure 4. Screens showing the Login steps



TECH TIP: To find **Training Mode** after your first login, click on the **Provider** name at the bottom of the **LOGIN** screen. In the **Team Name** dialog box, click on **Training Mode**.

