



CAREBRIDGE

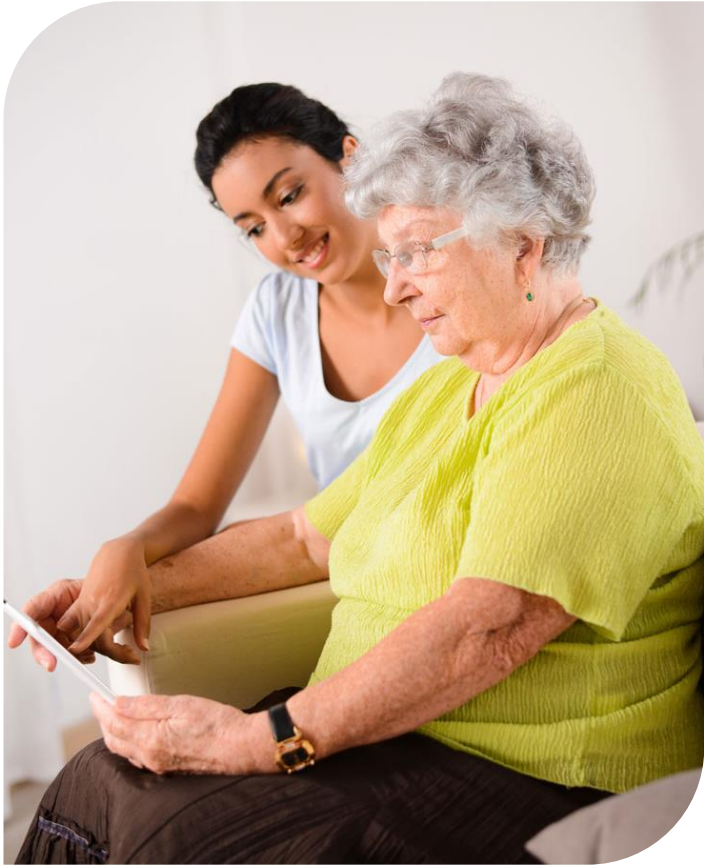
North Carolina EVV Stakeholder Meetings

July 23, 2024

August 28, 2024

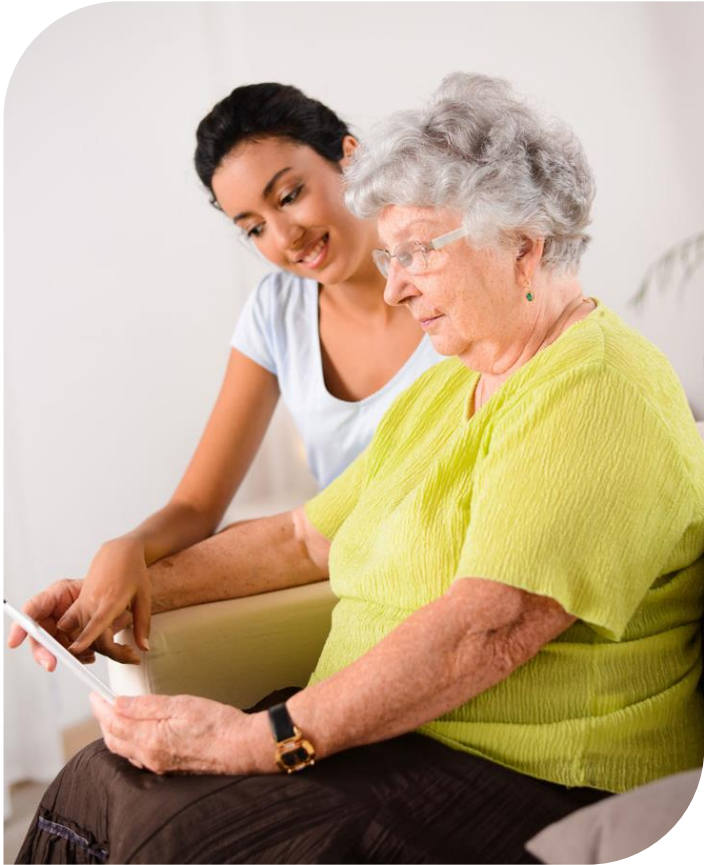
September 20, 2024

Agenda



- Welcome and Introductions
- EVV Overview
- EVV Onboarding and Actions
- Home Health Services
- Authorization Issuance Types
- Provider Training & Support
- Next Steps & Points of Contact

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The CareBridge Mission

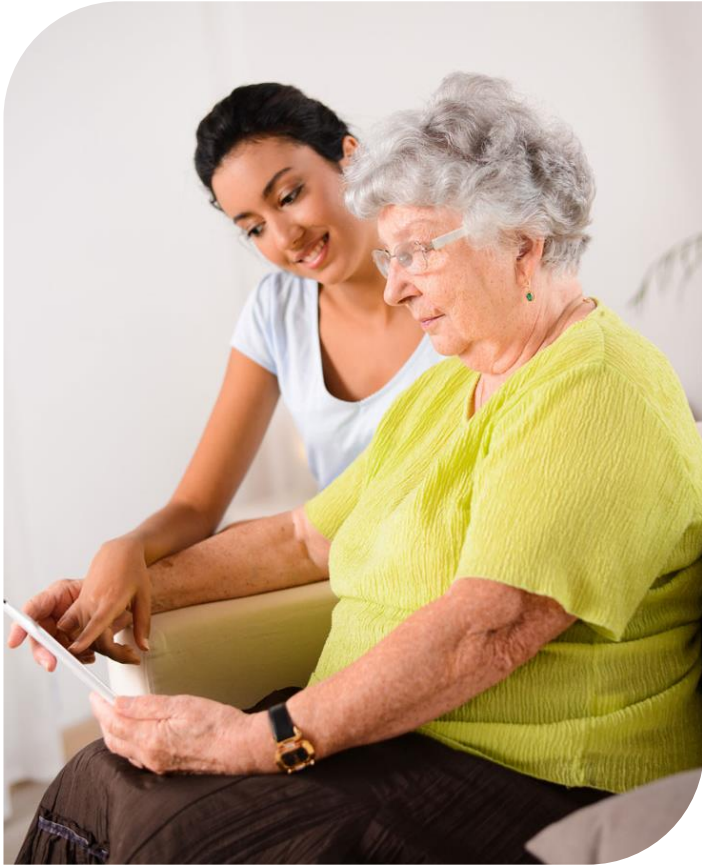
CareBridge exists to enable individuals in home and community-based settings (HCBS) to maximize their health, independence and quality of life.

WE ACCOMPLISH OUR MISSION BY:

- ✓ Ensuring HCBS members receive **individualized, reliable, and appropriate** care to promote greater **independence**
- ✓ Providing members and caregivers with access to a **highly trained clinical team 24/7**
- ✓ **Coordinating closely** with PCPs, Case Managers, and other care team members
- ✓ Delivering solutions that address **physical and behavioral health needs and promote health equity**
- ✓ Partnering with Managed Care Organizations in **value-based** arrangements



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EVV Overview

What is EVV?

- Electronic Visit Verification (EVV) uses technology to electronically record when a caregiver begins and ends providing home health services (HHS) to Medicaid members
- EVV solutions work on a device such as a smartphone, GPS-enabled tablet, or landline to collect the caregivers' start and end times
- The requirements for a compliant EVV system are outlined in the *21st Century Cures Act*, a federal law that requires all states to implement EVV

EVV captures the following:

- Type of service provided
- Member receiving the service
- Caregiver providing the service
- Date of the service
- Location of the service delivery
- Time the service begins and ends

Who is CareBridge?

- CareBridge is a technology company that helps states, health plans, and providers deliver the best care for Home Community Based Services (HCBS) members
- We have a comprehensive, best-in-class CareBridge EVV Solution, Data Aggregator, and Claim Engine
- Providers can use the free CareBridge EVV solution or use their own compliant EVV system through integration with CareBridge

CareBridge is:

- A partner to ensure success under the *21st Century Cures Act*
- An established EVV and EVV data aggregation vendor
- An experienced team with a track record of successful statewide implementations



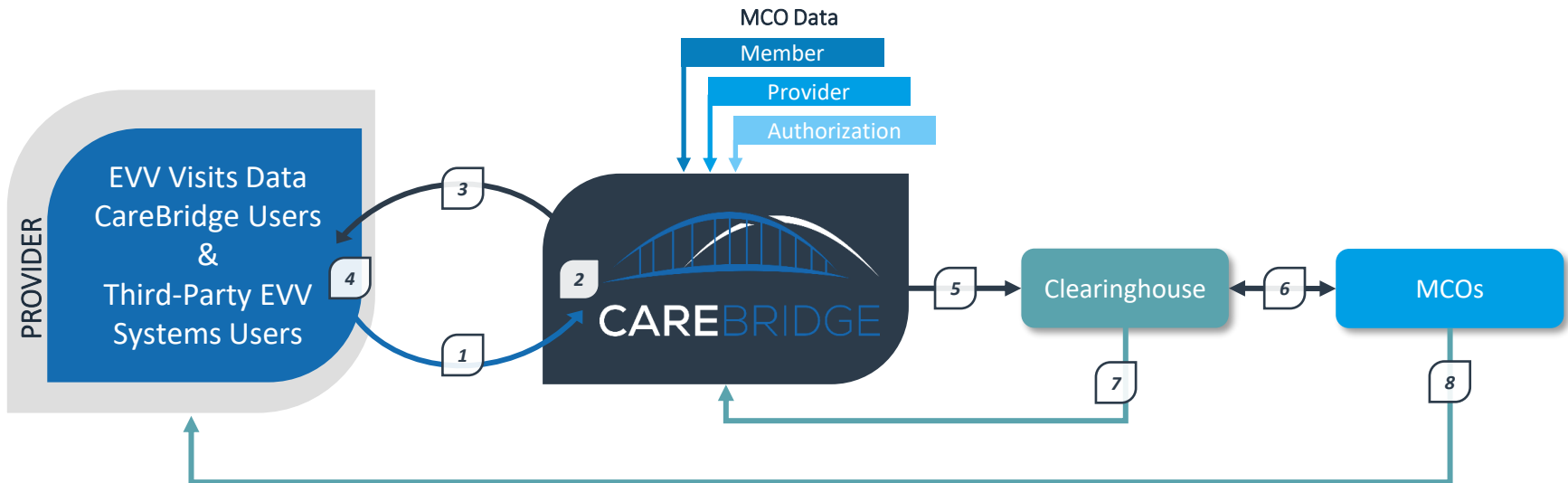
High-level: Workflow

1. Providers use EVV system to capture/correct necessary data. EVV vendor sends data to CareBridge to generate claim.

2. CareBridge EVV Aggregation platform applies applicable EVV, claims, and program/state business rules.

3. CareBridge returns pre-billing validation errors to EVV vendors with the expectation that these are passed on to providers for resolution. **when applicable*

4. Providers resolve errors in their EVV system and resubmit visit to CareBridge. **when applicable*



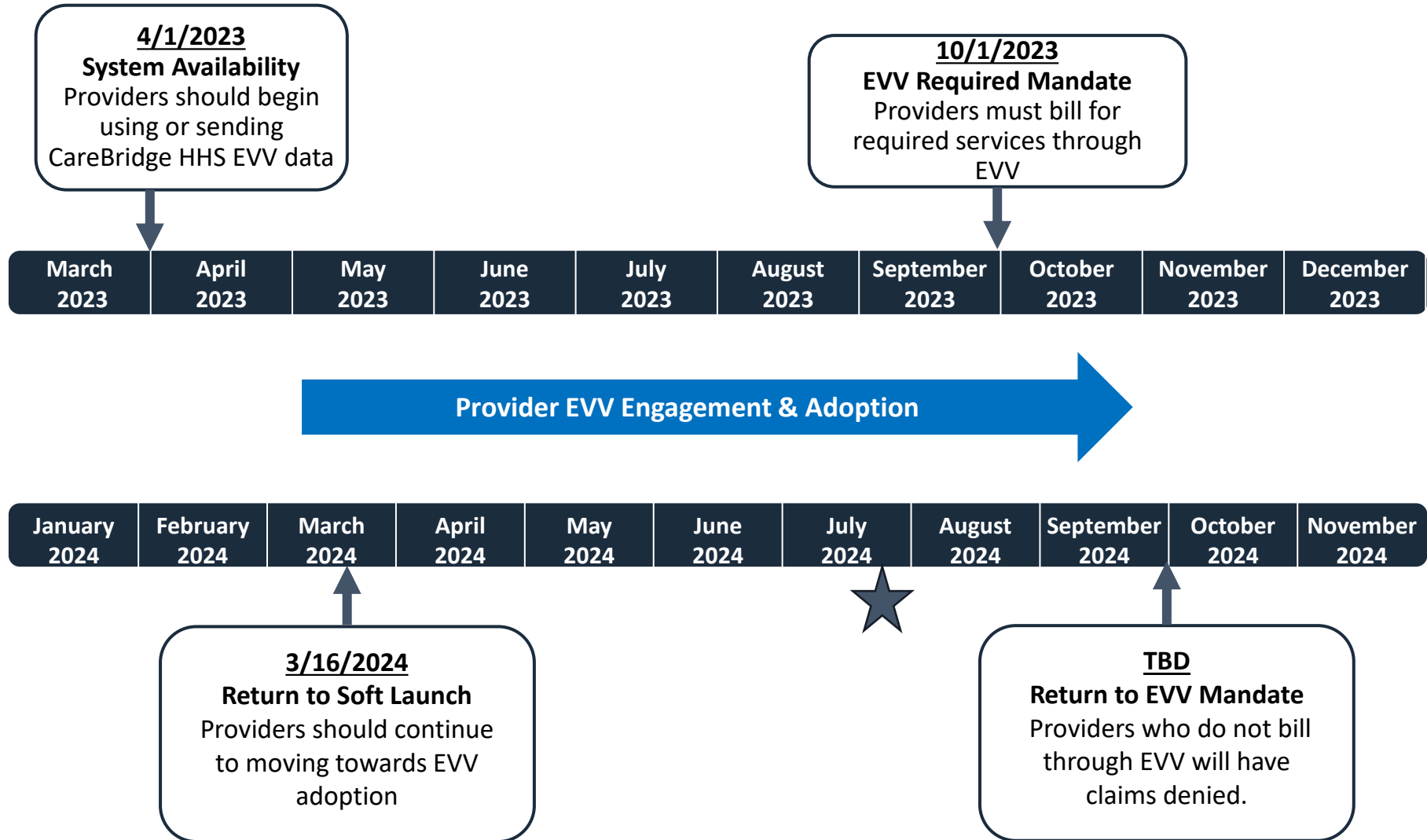
5. CareBridge generates and sends validated claims via 837 format to Clearinghouse.

6. Applicable claims data sent to MCOs via Clearinghouse. Claim details/status returned to Clearinghouse.

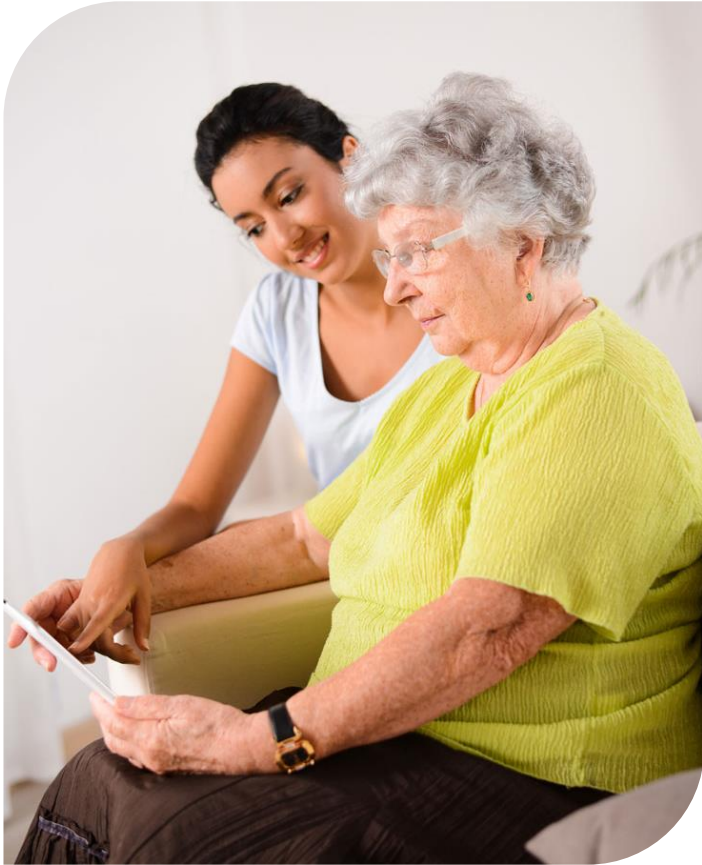
7. Clearinghouse returns claim details/status to CareBridge through file exchange process (277CA).

8. MCOs return remit (835) information to providers through existing process.

Home Health Implementation Timeline



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EVV Decision – Your Options

Option 1: CareBridge EVV Solution

- You can use CareBridge's EVV solution to ensure compliance
- The CareBridge EVV solution is at **no cost** to providers
- Includes access to a suite of provider management solutions

Option 2: Connect your Third-Party EVV Solution with CareBridge via Integration

- Even if you don't use CareBridge, **your EVV vendor must integrate** to share data with CareBridge, and all Home Health claims must be generated by CareBridge EVV
- Integration with CareBridge is **free** to both providers and your EVV vendors
- If you are using a Third-Party EVV Vendor, Complete the eForm:
<http://evvintegrationeform.carebridgehealth.com/>

Regardless of EVV Vendor Selection, you must complete the Provider Setup & Access Request Form

- Provider Setup & Access Request Form:
<https://nc.carebridgehealth.com/register-provider/new-registration>

Provider Onboarding

CareBridge Users

1. Complete the Provider Setup & Access Request Form
 - Complete On Demand Training Sessions (Orientation + 4 Modules)
 - Review Materials in the CareBridge Resource Library
2. Log into the CareBridge Portal
 - Set up your office in the CareBridge portal
3. Acknowledge an Authorization / Schedule an Appointment
4. Complete an EVV visit using CareBridge EVV
5. Submit a claim via CareBridge EVV

Third-Party EVV Users

1. Complete the Provider Setup & Access Request Form
 - Have your EVV Vendor complete the Third-Party EVV Intake Form
 - Review the Integrated Agency Portal User Guide
2. Vendor receives credentials
 - CareBridge sends this information directly to your vendor
3. Vendor completes testing with CareBridge
4. Vendor sends production data to CareBridge
5. Submit a claim via CareBridge

Provider Actions

ALL PROVIDERS

Complete the required **Provider Setup & Access Request Form**.

<https://nc.carebridgehealth.com/register-provider/new-registration>

- The respondent should be familiar with claims, billing/EDI, authorization process, and current EVV solution
- Respondent will need to provide information regarding:
 - Company legal name and identification numbers (e.g., tax id, NPI)
 - Current company contact information EVV/billing administrator and contact information
 - EVV Vendor selection (and contact information if not using CareBridge)

NOTE: Setup responses are for both United HealthCare of Tennessee and Wellpoint Tennessee. Please complete only once per Tax ID.

PROVIDERS USING A THIRD-PARTY EVV VENDOR

Your EVV Vendor must complete the required **Third-Party EVV Vendor Intake Form**.

<http://evvintegrationform.carebridgehealth.com/>

- EVV vendors are **required** to complete this intake form to initiate integration activities with CareBridge
- EVV vendors should review the state specific Integration Guide and Technical Specifications for instructions on obtaining credentials for both testing and production environments:

<http://evvintegration.carebridgehealth.com/>



CareBridge Vendor Portal

To access a read-only CareBridge portal designed for providers using a third-party EVV solution who would like to see their Healthy Blue data within the CareBridge system, please follow these steps:

1. Providers can go to <http://evvintegration.carebridgehealth.com>
2. Select the link for “Resources for Integrated Agencies.”

CareBridge EVV Data Integration

This site is intended to help Third-Party Electronic Visit Verification (EVV) vendors and their providers through the process of integrating with CareBridge. This integration is necessary for the purposes of data aggregation and claims generation for health plans and state Medicaid agencies partnering with CareBridge. CareBridge coordinates with Third-Party EVV vendors to ensure the necessary data integration between systems and health plans. This allows provider agencies to keep their current, 21st Century Cures Act compliant EVV solutions while sending the necessary data to their contracted health plan or state Medicaid agency.

[Technical Specifications for Third-Party Vendors](#)

[Additional Documents for Third-Party Vendors](#)

[Resources for Integrated Agencies](#)

3. By selecting the link for [Integrating Agency – CareBridge Portal Access Request](#) they will be sent to a page that provides information about what they can see in the CareBridge system.
4. If they hit the big “CLICK HERE” button, they will be redirected to a form they can complete to request their credentials.

Sandata Registration Expectations

Sandata has updated their process for credentialing providers.

For more information, please refer to the NC DHHS EVV Page: <https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification>

The registration form can be found here:

<https://forms.office.com/pages/responsepage.aspx?id=Ej8hPjfatUasbRd65AjHGe8iSC2D0idGqTcA-IO9grlUNTNIUIJC�FVYSDUxNEpXNIZZV1ZYVVBHRI4u>

Medicaid Alternate Electronic Visit Verification (EVV) New Provider Registration Form

The new provider registration form is for new providers or vendors to the Medicaid EVV program who intend to use an Alternate EVV Vendor to submit visit data. The registration is valid for both Personal Care Services (PCS) and/or Home Health Care Services (HHCS) providers.

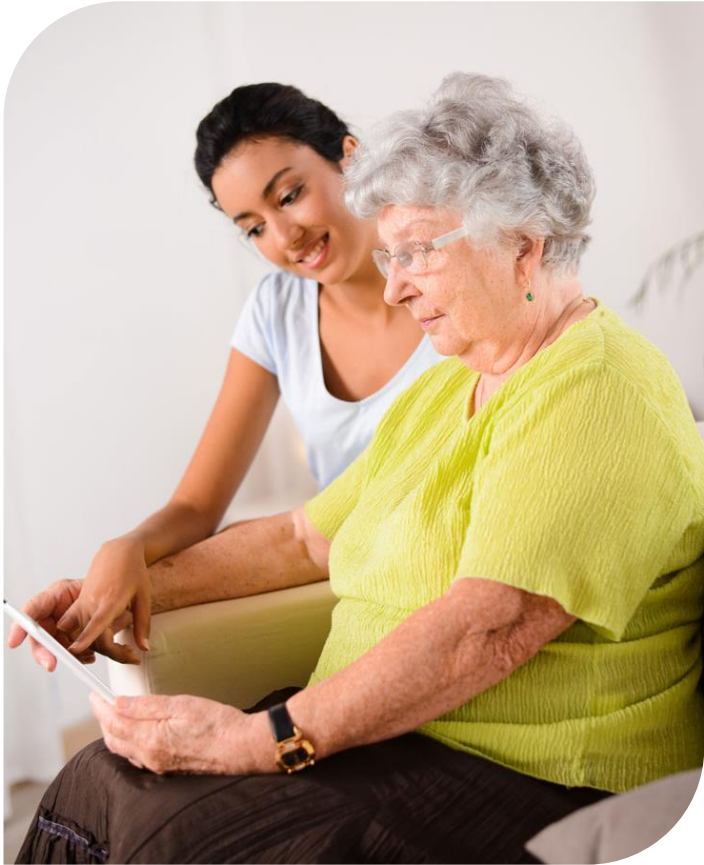
If your agency will be using multiple NPI ID Numbers, a separate enrollment form must be completed for each unique NPI ID Number.

Please complete all fields on both pages accurately. Any incorrect information will delay the arrival of your agency credentials.

If this is not completed, providers will see the following errors:

- 9999 - Status was not found for uuid: UNIQUE IDENTIFER LISTED and intflid 1
- 9999 - Cannot handle import due to 'There are provider identifiers that are not associated with an account.'

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Required Codes

All Provider agencies servicing members with the below codes will be required to claim through EVV for Home Health once NC DHHS returns to a Hard Claims Denial.

HCPC	Rev Code	Rev Code Description
92521	444	Speech Therapy – Evaluation
92522	444	Speech Therapy – Evaluation
92523	444	Speech Therapy – Evaluation
97161	424	Physical Therapy – Evaluation
97162	424	Physical Therapy – Evaluation
97163	424	Physical Therapy – Evaluation
97164	424	Physical Therapy – Evaluation
97165	434	Occupational Therapy – Evaluation
97166	434	Occupational Therapy – Evaluation
97167	434	Occupational Therapy – Evaluation
97168	434	Occupational Therapy – Evaluation
G0151	420	Physical Therapy
G0152	430	Occupational Therapy
G0153	440	Speech Therapy
G0156	570	Home Health Aide Visit
G0157	420	Physical Therapy
G0158	434	Occupational Therapy – Evaluation
G0159	420	Physical Therapy
	424	Physical Therapy – Evaluation
G0160	430	Occupational Therapy
	434	Occupational Therapy – Evaluation
G0161	440	Speech Therapy
G0162	550	Skilled nursing: Initial assessment/re- assessment
G0283	420	Physical Therapy

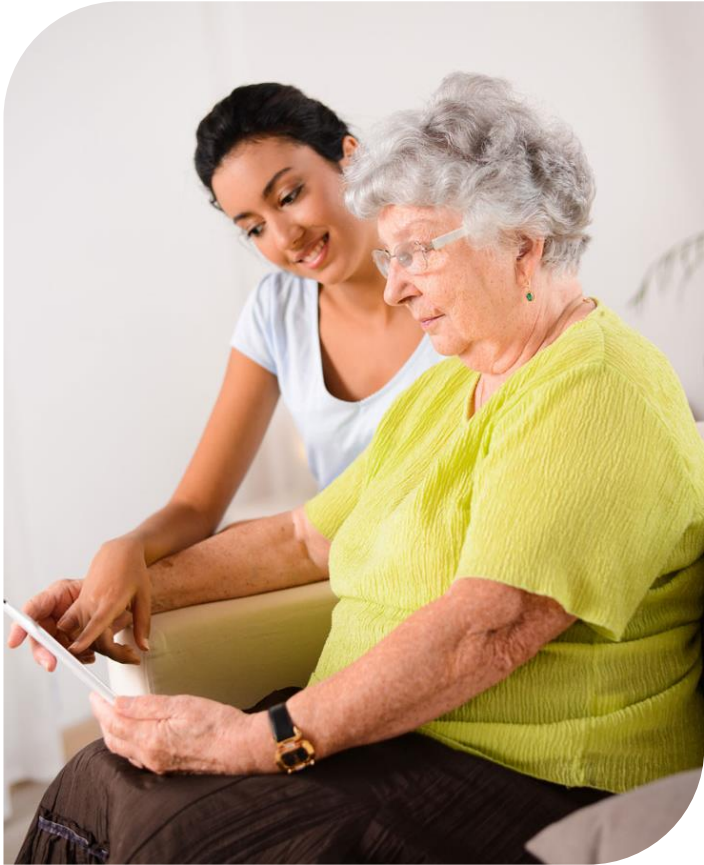


Required Codes

All Provider agencies servicing members with the below codes will be required to claim through EVV for Home Health as of once NC DHHS returns to a Hard Claims Denial.

HCPC	Rev Code	Rev Code Description
G0299	551	Skilled nursing: Treatment, teaching/training, observation/evaluation
	559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
	580	Skilled nursing: venipuncture
	581	Skilled nursing: Pre- filling insulin syringes/Medi- Planners
G0300	551	Skilled nursing: Treatment, teaching/training, observation/evaluation
	559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
	580	Skilled nursing: venipuncture
	581	Skilled nursing: Pre- filling insulin syringes/Medi- Planners
G0493	550	Skilled nursing: Initial assessment/re- assessment
G0494	550	Skilled nursing: Initial assessment/re- assessment
G0495	551	Skilled nursing: Treatment, teaching/training, observation/evaluation
	559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
G2168	420	Physical Therapy
G2169	430	Occupational Therapy
S9122	570	Home Health Aide Visit
S9123	551	Skilled nursing: Treatment, teaching/training, observation/evaluation
	559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
	551	Skilled nursing: Treatment, teaching/training, observation/evaluation
S9124	559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
	580	Skilled nursing: venipuncture
	581	Skilled nursing: Pre- filling insulin syringes/Medi- Planners
S9128	440	Speech Therapy
S9129	430	Occupational Therapy
S9131	420	Physical Therapy
T1002	551	Skilled nursing: Treatment, teaching/training, observation/evaluation
	559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
T1021	570	Home Health Aide Visit
T1030	551	Nursing Care, In The Home, By Registered Nurse

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Authorization Issuance Types

For Home Health EVV required services there are 3 different Authorization Issuance Types that Providers and Third-Party EVV vendors should become familiar with.

1	ALWAYS	These services will <u>always</u> require an authorization to be present in the CareBridge system for EVV visits to be captured.
2	SOMETIMES	These services will only require an authorization to be present in the CareBridge system <u>some of the time</u> for EVV visits to be captured.
3	NEVER	These services will <u>never</u> require an authorization to be present in the CareBridge system for EVV visits to be captured.

This presentation is designed to outline the different expectations established by North Carolina Healthy Blue for each of the Authorization Issuance Types for both CareBridge Users and Third-Party EVV Users.

Always Authorized Services

CPT Code	Description	Prior Authorized
97164	Re-evaluation of physical therapy established plan of care requiring components	Always
97168	Re-evaluation of occupational therapy care/established plan of care requiring components	Always
G0151	Services performed by a qualified therapist in the home health or hospice setting	Always
G0152	Services performed by a qualified occupational therapist in the home health or hospice setting	Always
G0153	Services performed by a qualified speech-language pathologist in the home health or hospice setting	Always
G0157	Services performed by a qualified physical therapist assistant in the home health or hospice setting	Always
G0158	Services performed by a qualified occupational therapist assistant in the home health or hospice setting	Always
G0159	Services performed by a qualified physical therapist, in the home health setting, in the establishment or delivery of a safe and effective physical therapy maintenance program	Always
G0160	Services performed by a qualified occupational therapist, in the home health setting, in the establishment or delivery of a safe and effective occupational therapy maintenance program	Always
G0161	Services performed by a qualified speech-language pathologist, in the home health setting, in the establishment or delivery of a safe and effective speech-language pathology maintenance program	Always
G0162	Skilled services by a registered nurse (RN) for management and evaluation of the plan of care	Always
G0283	Electrical Stimulation (Unattended), To One Or More Areas For Indication(s) Other Than Wound Care, as part of a therapy plan of care	Always
G0299	Direct skilled nursing services of a registered nurse (RN) in the home health or hospice setting	Always
G0300	Direct skilled nursing services of a licensed practical nurse (LPN) in the home health or hospice setting	Always

Always Authorized Services, Continued

CPT Code	Description	Prior Authorized
G2168	Services performed by a physical therapist assistant in the home health setting in the delivery of a safe and effective physical therapy maintenance program	Always
G2169	Services performed by an occupational therapist assistant in the home health setting in the delivery of a safe and effective occupational therapy maintenance program	Always
S9122	Home health aide or certified nurse assistant, providing care in the home	Always
S9123	Nursing care, in the home; by registered nurse	Always
S9124	Nursing care, in the home; by licensed practical nurse	Always
S9128	Speech therapy, in the home	Always
S9129	Occupational therapy, in the home	Always
S9131	Physical therapy, in the home	Always
T1002	RN services,	Always
T1030	Nursing Care, In The Home, By Registered Nurse	Always

Always

When a service is listed as “Always” as the Auth Issuance Type, the Health Plan requires that a valid authorization be present in the CareBridge system before an EVV visit can be captured.

CareBridge User

- Visits for these services **must be** associated to the authorization received by CareBridge from the Health Plan.
 - *If services need to be rendered prior to the authorization being available in the CareBridge system, a manual entry may be necessary after the visit took place.*

IMPORTANT: If a Provider has been issued an authorization and does not see the authorization in the CareBridge system, Providers should reach out to their health plan point of contact.

Always

When a service is listed as “Always” as the Auth Issuance Type, the Health Plan requires that a valid authorization be present in the CareBridge system before an EVV visit can be captured.

Third-Party EVV User

- EVV visit data sent to CareBridge for these services **must include** the **correct** authorization number in the ‘AuthRefNumber’ field.
 - This authorization number **must match** to an authorization received by CareBridge from the Health Plan
 - *If the authorization number does not match what the Health Plan sent to CareBridge, an alert will be returned to the Provider / Third-Party EVV vendor in the CareBridge response file.*

IMPORTANT: If a Provider has been issued an authorization and does not see the authorization in the CareBridge system, Providers should reach out to their health plan point of contact.

Sometimes Authorized Services

CPT Code	Description	Prior Authorized
92521	Evaluation of speech fluency	Sometimes
92522	Evaluation of speech sound production	Sometimes
92523	Evaluation of speech sound production; with evaluation of language comprehension and expression	Sometimes
97161	Physical therapy evaluation; low complexity, requiring components	Sometimes
97162	Physical therapy evaluation; moderate complexity requiring components	Sometimes
97163	Physical therapy evaluation; high complexity requiring components	Sometimes
97165	Occupational therapy evaluation; low complexity requiring components	Sometimes
97166	Occupational therapy evaluation; moderate complexity requiring components	Sometimes
97167	Occupational therapy evaluation; high complexity requiring components	Sometimes
G0156	Services of home health/hospice aide in home health or hospice settings	Sometimes
G0493	Skilled services of a registered nurse (RN) for the observation and assessment of the patient's condition	Sometimes
G0494	Skilled services of a licensed practical nurse (LPN) for the observation and assessment of the patient's condition	Sometimes
G0495	Skilled services of a registered nurse (RN), in the training and/or education of a patient or family member, in the home health or hospice setting	Sometimes
T1021	Home health aide or certified nurse assistant	Sometimes

Sometimes

When a service is listed as “Sometimes” as the Auth Issuance Type, the Health Plan requires that a valid authorization be present in the CareBridge system in some situations before an EVV visit can be captured.

Ex. authorization is required for out-of-network Provider, authorization is not required for initial # visits, etc.

CareBridge User

An authorization for the service **is sent** to CareBridge by the Health Plan:

- Visits for these services **must be** associated to the authorization received by CareBridge from the Health Plan.
 - This authorization number **must match** to an authorization received by CareBridge from the Health Plan.
 - If the ‘AuthRefNumber’ field is blank, CareBridge will attempt to match to an authorization using other provided data elements.

An authorization for the service **is not sent** to CareBridge by the Health Plan:

- Providers must follow the “No Authorization Workflow” as covered in the following training materials:
 - Micro Learning: [CareBridge Provider Portal - No Authorizations](#)
 - Reference Document: [No Authorization Workflow](#)

IMPORTANT: If a Provider has been issued an authorization and does not see the authorization in the CareBridge system, Providers should reach out to their health plan point of contact.

Sometimes

When a service is listed as “Sometimes” as the Auth Issuance Type, the Health Plan requires that a valid authorization be present in the CareBridge system in some situations before an EVV visit can be captured.

Ex. authorization is required for out-of-network Provider, authorization is not required for initial # visits, etc.

Third-Party EVV User

An authorization for the service **is sent** to CareBridge by the Health Plan:

- EVV visit data sent to CareBridge for these services **must include** the **correct** authorization number in the ‘AuthRefNumber’ field.
 - This authorization number **must match** to an authorization received by CareBridge from the Health Plan.
 - If the ‘AuthRefNumber’ field is blank, CareBridge will attempt to match to an authorization using other provided data elements.
 - i. If a match **is found**, the visit will be associated to this authorization number.
 - ii. If a match **is not found** the visit will be treated as if an authorization was not sent to CareBridge by the Health Plan.

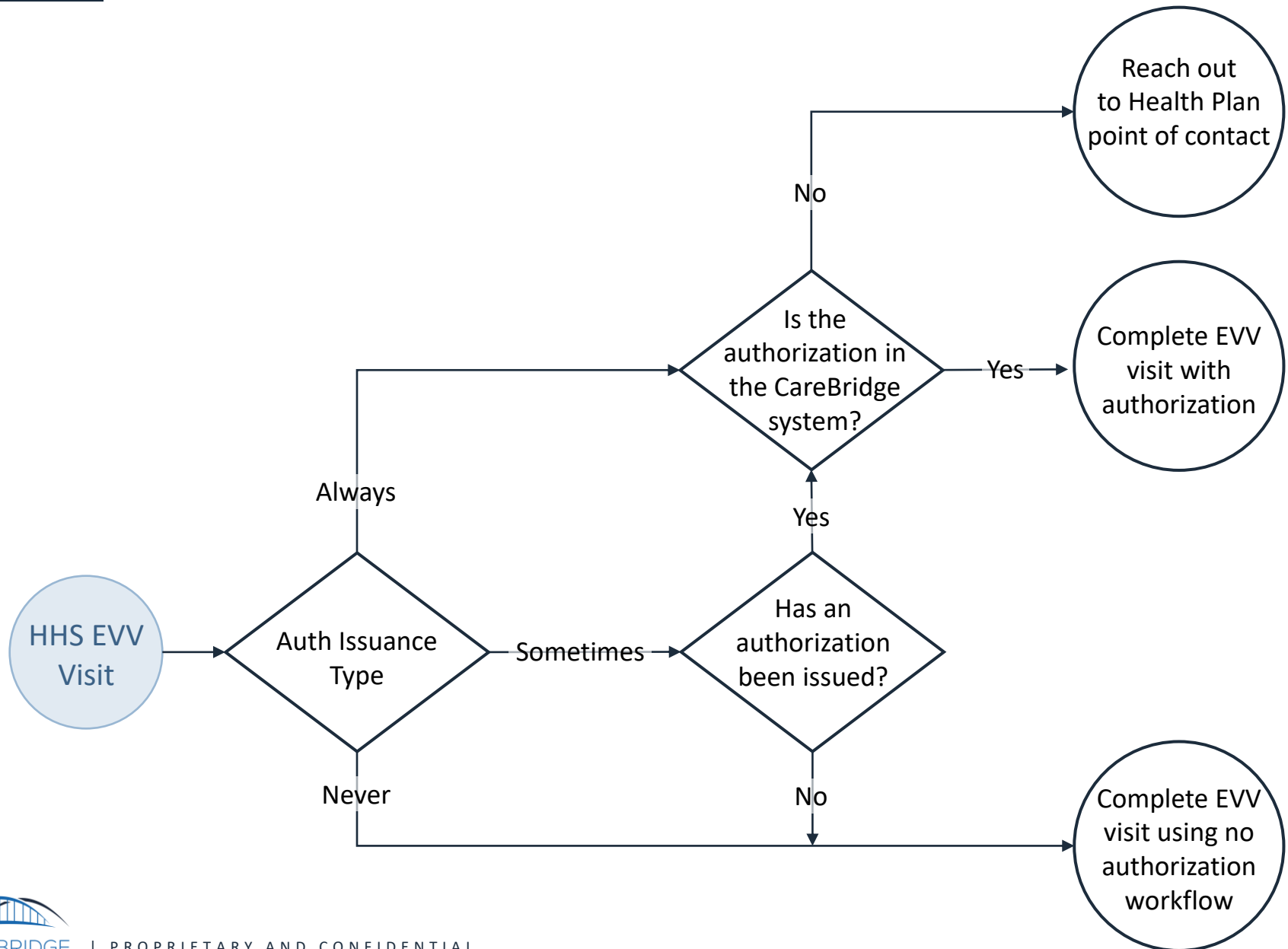
An authorization for the service **is not sent** to CareBridge by the Health Plan:

- EVV visit data sent to CareBridge for these services **must be sent** with the ‘AuthRefNumber’ field **blank** (null).
 - If the ‘AuthRefNumber’ field is sent to CareBridge with a value, an alert will be returned to the Provider / Third-Party EVV vendor in the CareBridge response file.

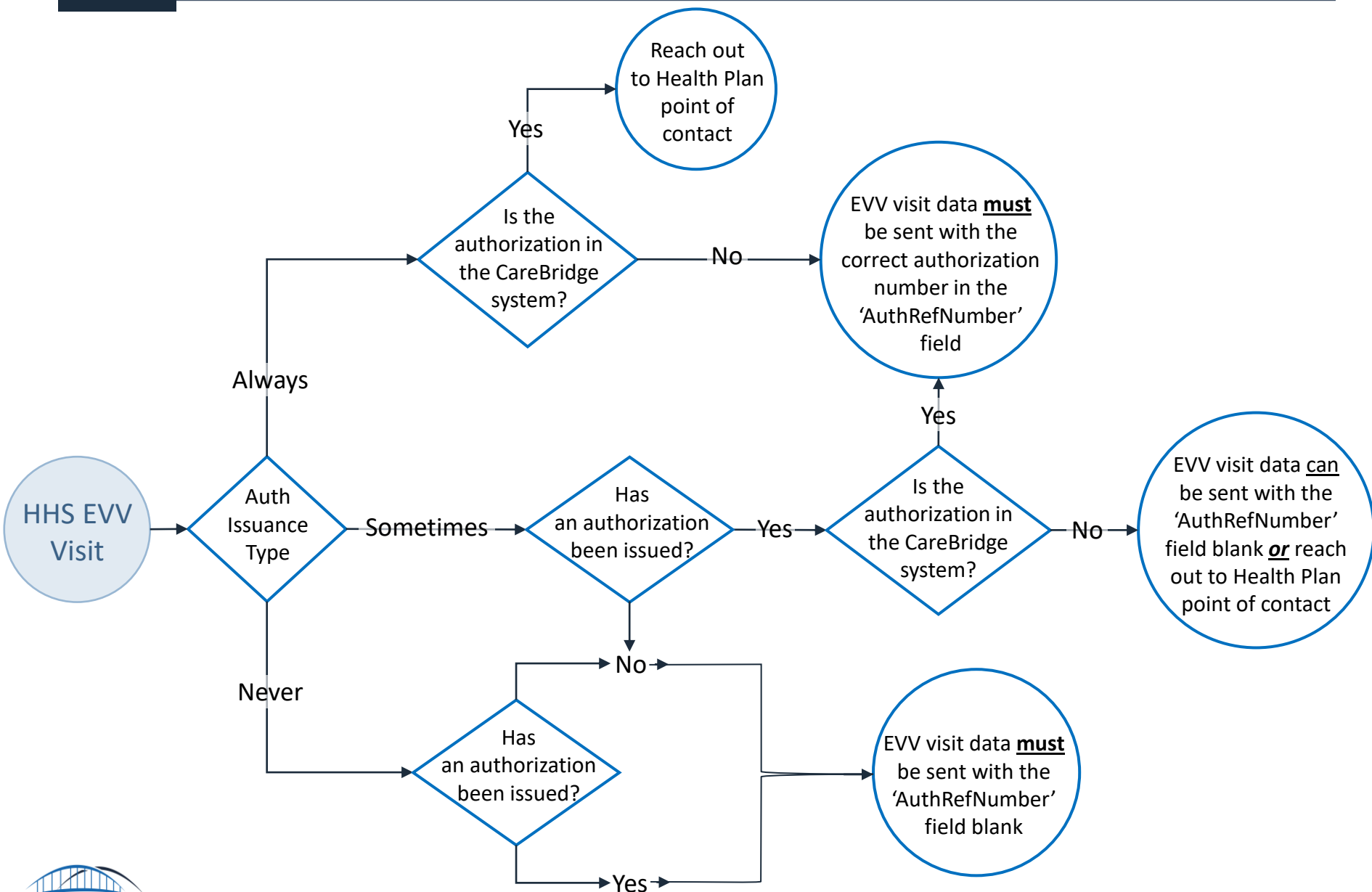
VCR2012 - Visit does not have an associated authorization

IMPORTANT: If a Provider has been issued an authorization and does not see the authorization in the CareBridge system, Providers should reach out to their health plan point of contact.

CareBridge User Process



Third-Party User Process



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CareBridge Resource Library – Quick Links

[Resource Library Home Page](#): Home page for the CareBridge EVV Training and Resource site. Here providers and payers have access to the information and resources available for CareBridge and Third-Party EVV users.

[North Carolina Resources Page](#): The North Carolina resources page houses training documents and videos for multiple user types including Provider Agencies, Payers, and Caregivers. General CareBridge information is also available on this page.

[Provider Training and Informational Session Registration](#): Direct location for on demand training and informational sessions for provider agencies.

Provider Training and Support

Training Resources

CareBridge, in coordination with Healthy Blue, will provide multiple training sessions, resources materials, and telephonic Provider Support

- **Web-Based Training:** Live virtual trainings prior to initial implementation and recorded versions available after initial trainings
- **CareBridge Resource Library:** Online access to all training and educational materials for on-demand reference
- **Support Center:** Telephonic support for Providers

Training Methods

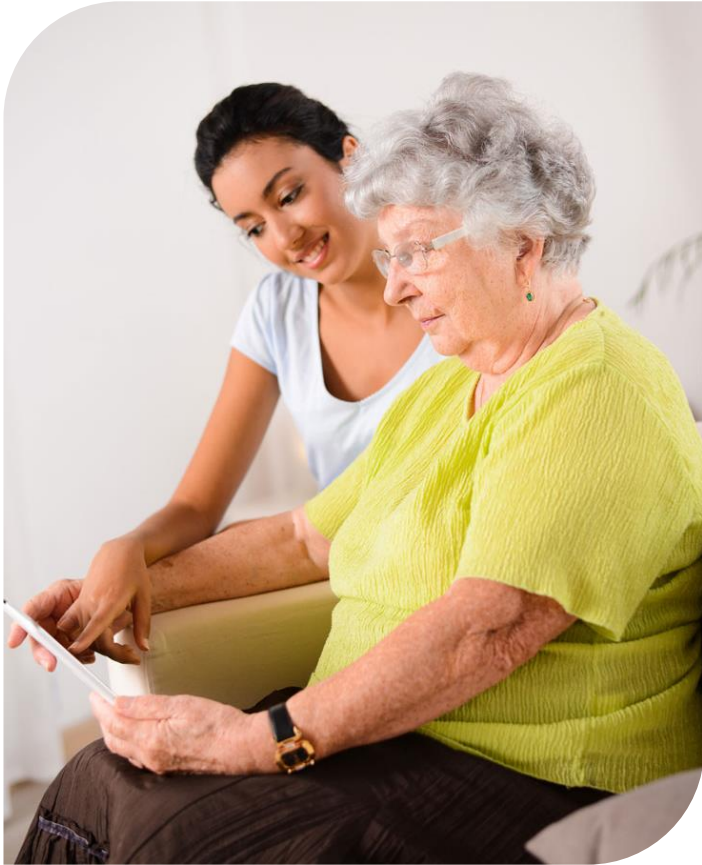
CareBridge provides multiple training methods to reach all learners

- Live and Recorded Web-Based Training Sessions
- Comprehensive Manuals and shorter targeted Guides stepping reader through processes
- Videos demonstrating and stepping viewer through processes

CareBridge Resource Library – Quick Links

- Training sessions will cover all EVV platform functionality and common solutions for ease of use
- Training Modules are tailored to specific functions allowing providers to ensure appropriate staff are trained based on job duties.
- Orientation lasts 75 minutes. Modules are scheduled for 60 minutes each and include real time practice in EVV with the trainers.
 - **Orientation**
 - **Module 1: Setting Up Your Office**
 - **Module 2: Mobile App and IVR**
 - **Module 3: Authorizations and Scheduling**
 - **Module 4: Visits and Billing**

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Next Steps

- ❑ Providers should have identified an EVV Vendor. If using a Third-Party EVV Vendor, your Vendor should have started the integration process by now.

- ❑ Tell CareBridge who your EVV vendor will be via the Provider Setup & Access Request Form:
<https://nc.carebridgehealth.com/register-provider/new-registration>
 - Providers and their vendors should not complete the Third-Party EVV Vendor Intake Form if the vendor has previously integrated with CareBridge (Check with your vendor on their integration status)
 - For more about vendor integration with CareBridge please review our [New Provider/Vendor Procedure](#)

- ❑ Complete Recommended Training:
 - CareBridge Users: [On Demand Training Registration Links](#)
 - Third-Party Users: <http://evvintegration.carebridgehealth.com/>

- ❑ Visit our resource library for details on how to complete EVV onboarding with CareBridge:
<https://resourcelibrary.carebridgehealth.com/ncevv>

Go-Live: Points of Contact

North Carolina Healthy Blue

- Reach out to your Provider Relationship Account Consultant directly, or contact Provider Relations using the information below:
- Phone: 844-594-5072
- Provider Relations Email: NC_Provider_Training@healthybluenc.com

North Carolina DHHS:

- Website: <https://medicaid.ncdhhs.gov/EVV>
- Email: Medicaid.evv@dhhs.nc.gov

CareBridge Support:

CareBridge EVV Users

- Email: ncevv@carebridgehealth.com

Third-Party EVV Users

- Email: evvintegrationsupport@carebridgehealth.com



THANK YOU