CAREBRIDGE PROVIDER PORTAL
IOWA HOME HEALTH ATTENDING PROVIDER GUIDE
UB-04 Form Locator Box 76

Select Home Health (HHS) that require Electronic Visit Verification (EVV)on an 837 institutional claim require that the Agency Portal Administrator manage certain elements related to HHS billing within the CareBridge Provider Portal or through a third-party vendor.

CareBridge and third-party EVV system users must select an **Attending Provider** claiming element configuration using the CareBridge Provider Portal under each health plan. Providers are expected to follow guidance set forth by Iowa Medicaid in Informational Letter No. 1928-MC-FFS-D.
Note: As of **10/1/2024**, failing to configure this claim element will result in a claim-blocking alert.

Navigate to the '**Settings'** page, select the *Billing* tab, and click the *Home Health Phase 1* tab. For each health plan your agency provides services to, click the *settings* drop-down menu(s) to view the attending provider options (Figure 1).
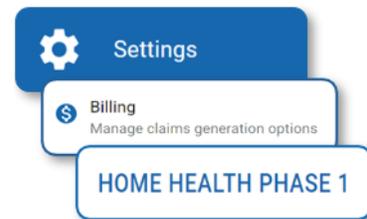
*Figure 1. **Settings Drop-down Menu***

Providers have two options for how they manage attending provider for visits:

- *'Use Billing provider when no Attending Provider is present'* to use the billing provider for all claims.

- *'Always specify Attending Provider'* to manage attending provider selection at the authorization level or visit level.

Click 'Use Billing provider when no Attending Provider is present' to have the Billing Providers details in the Attending Provider field for all claims **or** click 'Always specify Attending Provider' to manage attending provider selection at the authorization or visit level.

> **IF** a provider selects the option to *'Use Billing provider when no Attending Provider is present'*, the provider can still choose to manually manage this at the individual authorization or visit level

Click 'Save Changes' to finalize the selections.

All settings will also apply to Home Health Phase 2 services.

CAREBRIDGE EVV USERS

AUTHORIZATION DETAILS

To specify the attending provider, navigate to the **'Authorizations'** page and locate the desired authorization. Click the *Actions* menu (three vertical dots) and select *Authorization Details* (Figure 2).

*Figure 2. **Authorizations Page Actions Menu***
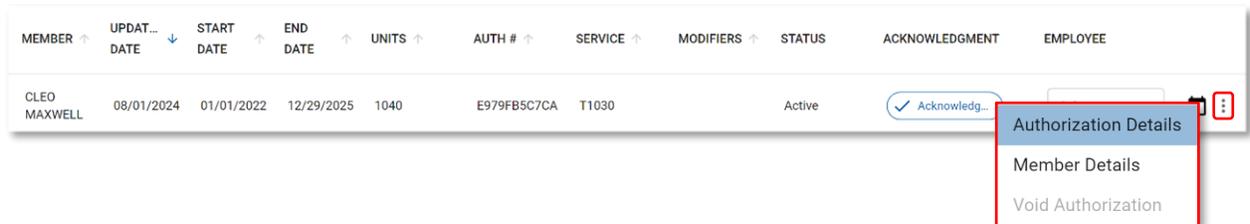
Click the pencil icon at the top of the details page to enable editing. Choose an option from the attending provider drop-down menu or filter by typing in the attending provider NPI, first name, or last name, then click save. (Figure 3).

*Figure 3. **Authorization Details Page***
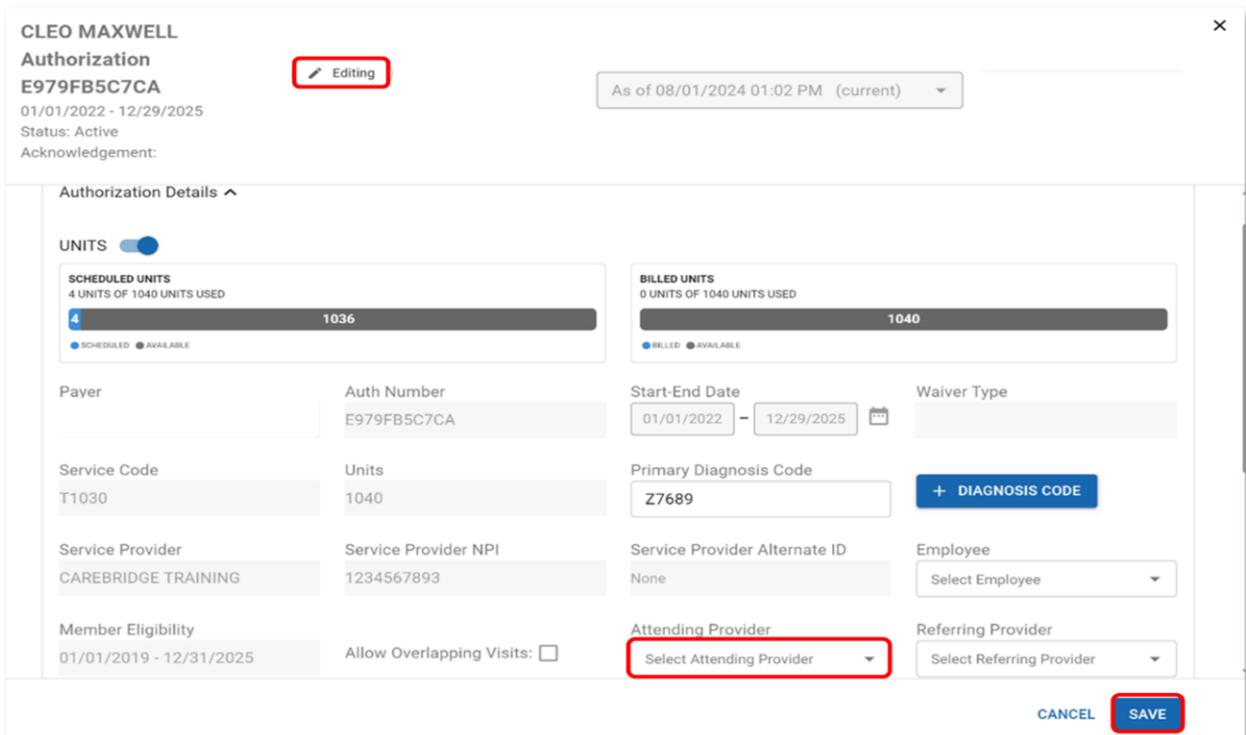
VISIT DETAILS

To specify the attending provider on visits without an authorization, navigate to the **'Visits'** page and locate the desired visit. Click the *Actions* menu (three vertical dots) and select *Visit Details* (Figure 4).

Figure 4. *Visits Page Actions Menu*

Figure 5. *Visit Details Billing Card*

On the *Visit Details* page, scroll down to the *Billing* card and click the pencil icon to enable editing (Figure 5). Choose an option from the attending provider drop-down menu or filter by typing in the attending provider NPI, first name, or last name, then click save.

THIRD-PARTY EVV USERS

Providers should make sure they have reviewed these changes with their EVV vendor.

If providers using a third-party EVV vendor choose the 'Always specify the Attending Provider' option, they must include the Attending Prover Name, NPI, and Taxonomy Code on EVV visit files. Selecting this option and failing to include these three fields will result in an alert.

If providers choose to 'Use Billing provider when no Attending Provider is present' and proceed to send an EVV visit with all three Attending Provider fields, the data sent with the visit will be used for claiming. For convenience, we have linked the CareBridge EVV Integration Guide and Technical Specifications for Iowa which includes the acceptable field formats and additional details