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 Settings click the Home Health Phase 1 tab. For each health plan Billing your agency provides services to, click the settings drop-ഭ Manage claims generation options down menu(s) to view the attending provider options HOME HEALTH PHASE 1 (Figure 1). Figure 1. Settings Drop-down Menu **Attending Provider** Use Billing provider when no Attending Provider is Always specify the Attending Provider present

You have unsaved changes.

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.

Click 'Save Changes' to finalize the selections.

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

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

SAVE CHANGES

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											
MEMBER 个	UPDAT DATE	START DATE	END DATE	UNITS 1	AUTH # 个		MODIFIERS 1 ST	TATUS	ACKNOWLEDGMENT	EMPLOYEE	
CLEO MAXWELL	08/01/2024	01/01/2022	12/29/2025	1040	E979FB5C7CA	T1030	A	Active	Acknowledg	Authorization Details	i :
										Member Details	
										Void Authorization	

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).

O MAXWELL horization 9FB5C7CA 1/2022 - 12/29/2025 s: Active owledgement:	✓ Editing	As of 08/01/2024 01:02 PM (current) -			
Authorization Details ^					
UNITS					
SCHEDULED UNITS 4 UNITS OF 1040 UNITS USED		BILLED UNITS 0 UNITS OF 1040 UNITS USED			
4	1036	10	040		
SCHEDULED AVAILABLE		BILLED AVAILABLE			
Payer	Auth Number	Start-End Date	Waiver Type		
	E979FB5C7CA	01/01/2022 - 12/29/2025			
Service Code	Units	Primary Diagnosis Code			
T1030	1040	Z7689	+ DIAGNOSIS CODE		
Service Provider	Service Provider NPI	Service Provider Alternate ID	Employee		
	1234567893	None	Select Employee		
CAREBRIDGE TRAINING					
Member Eligibility		Attending Provider	Referring Provider		

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).

Confidential and Proprietary

MEMBER 个	DATE 🛧	CHECK IN TIME $~\uparrow~$	CHECK OUT TIME $ \uparrow $	AUTH # 个	SERVICE 个	PAYER			
JOHN ADAMS	03/02/2023	12:00 PM	02:00 PM	None	G0158	CB Test Daver Visit Details			
Figure 5.	Visit Details E	Silling Card				Authorization Details Member Details Attest			
Billing				On the Visit	Details page	e, scroll down to			
Service Code:	G0158			the Billing Co	k the pencil icon				
Modifier 1:	None				the attendi	e 5). Choose dh			
Modifier 2:	None			down menu or filter by typing in the attending provider NPI, first name, or last					
Modifier 3:	None								
Modifier 4:	None								
Billing Status:	None			name, men	CIICK save.				
Units:	None								
External Payer Claim Numb	er: None								
Service Provider:	Service Provider: CAREBRIDGE TRAINING								
Service Provider NPI:	1234567	893							
Service Provider Alternate I	D: 0000								
Primary Diagnosis Code:	A001								
Other Diagnosis Code(s):	None								
Condition codes:	None								
Attending Provider:	None	Attending	Provider:	Select	t Attending Provide	er 🔻			
Admisson Date:	None								
Referring Provider:	None								
View member current se	etting.								

Figure 4. Visits Page Actions Menu

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 <u>CareBridge EVV</u> <u>Integration Guide and Technical Specifications</u> for Iowa which includes the acceptable field formats and additional details