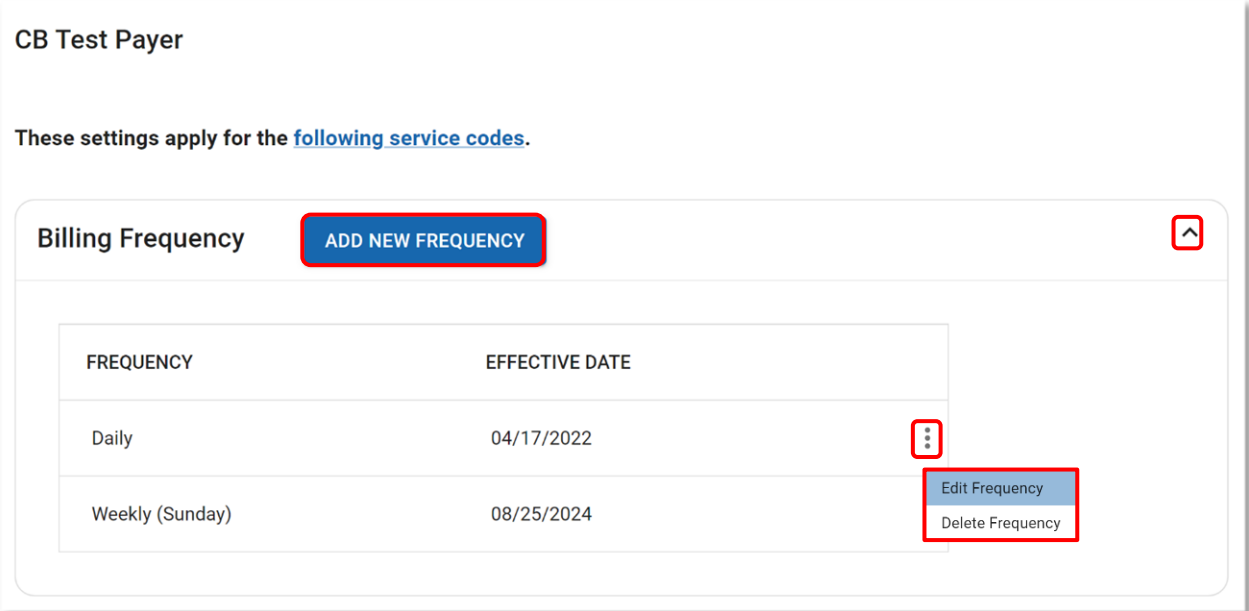


Billing Frequency

All providers that bill for Home Health Services (HHS) that require Electronic Visit Verification (EVV) must set the **Billing Frequency** for all *Home Health* services using the CareBridge portal.

CareBridge and third-party EVV system users can log into the CareBridge Provider Portal, navigate to the **'Settings'** page, click the *Billing* tab, and click *Home Health Phase 1*. In the *Billing Frequency* box, click the drop-down arrow to view existing and past frequencies. Click the *Actions* menu (three vertical dots) next to the current frequency to enable editing/ deleting or click the *'Add New Frequency'* button to create a new billing frequency (Figure 1).

Figure 1. **Billing Frequency Box**



CB Test Payer

These settings apply for the [following service codes](#).

Billing Frequency ADD NEW FREQUENCY ⌵

FREQUENCY	EFFECTIVE DATE	
Daily	04/17/2022	⋮
Weekly (Sunday)	08/25/2024	Edit Frequency Delete Frequency

On the *Add New Frequency* pop-up menu, select a billing frequency from the drop-down menu. If the weekly frequency is selected, the *Start of Week* option will appear and allow you to choose the day of the week (Figure 2). Next, choose the effective date for the new frequency using the calendar pop-up (Figure 3). Click *Save* to create the new frequency. The new billing frequency will appear with the existing frequencies and will begin on the effective date selected by the provider.

Figure 2. **Edit Billing Frequency Pop-up Menu**

Edit Billing Frequency [X]

Billing Frequency: [Weekly] Start of Week: [Sunday] Effective Date: [08/25/2024] [Calendar Icon]

[SAVE]

Figure 3. **Calendar Pop-up**

SELECT DATE
August 4th, 2024

August 2024 [Dropdown] [Left Arrow] [Right Arrow]

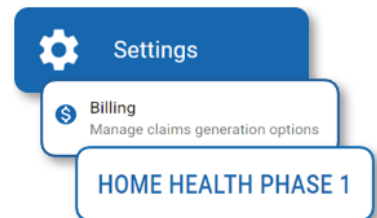
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

[CANCEL] [OK]

Note: The calendar will only allow you to select a date that does not conflict with an existing or upcoming frequency configuration. In Figure 2, the Weekly frequency was selected with Sunday as the start of that week. In Figure 3, you can see only Sundays are selectable in the month of August.

Billing Delay

All providers that bill for Home Health Services (HHS) that require Electronic Visit Verification (EVV) can select an optional **Billing Delay** for generating claims under each health plan. Claims are generated at the end of the currently designated billing period, but if this option is enabled, claims will be generated a minimum of one day *after* the current billing period has ended depending on the number of days selected.



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 billing delay option (Figure 1).

Figure 1. **Settings Drop-down Menu**

Billing Delay

Enable a billing delay of days beyond the end of the billing period for generating claims

You have unsaved changes. [SAVE CHANGES](#)

Click the check box to enable billing delay and select the number of days from the drop-down menu. Click *Save Changes* to finalize the selections. All settings will also apply to *Home Health Phase 2 services*.

To gain access to the CareBridge portal, go to the [Tennessee Provider Portal](#) page and click the *Sign Up!* button.