



# CAREBRIDGE

## Electronic Visit Verification (EVV) Tennessee Integration Guide and Technical Specifications – Secondary Member Address and Phone Number



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## SUMMARY OF CHANGES

- Initial Version (**V1.0**)



## INTRODUCTION TO CAREBRIDGE INTEGRATION

### OVERVIEW

The purpose of this document is to assist Third-party EVV Vendors in understanding the requirements and expectations regarding the submission of Secondary Member Address and Member Phone Number data for Tennessee Open Model purposes. All EVV Vendors that wish to submit Secondary Member Address and Member Phone Number must complete the Secondary Member Address and Phone Number testing guide (testing guide available [here](#)). This document is intended for Technical Teams within Third-Party EVV Vendors who will be implementing the file exchange process. The ability for Vendors to submit the Secondary Member Address and Phone Number records is optional. The alternative process for adding secondary member address and phone numbers into CareBridge is for providers to reach out directly to the respective MCO to submit secondary address and phone number records directly to CareBridge.

### WHAT IS CAREBRIDGE?

CareBridge is a company formed to support care for people who receive Long-Term Services and Supports (LTSS). We offer LTSS solutions including an Electronic Visit Verification Platform that can be utilized via a mobile phone, GPS-enabled tablet, landline and web-based portal to record service delivery and facilitate day-to-day management of members' appointments. CareBridge also supports a wide array of EVV data aggregation solutions in which CareBridge builds an integration with a provider's EVV system, allowing provider agencies to keep their current EVV solution while still providing required data back to the health plan or state.

### INTEGRATION OVERVIEW

CareBridge will engage providers that choose to integrate CareBridge's Platform with a 21st Century Cures Act compliant EVV solution. CareBridge's Platform supports data aggregation by way of accepting Member Address and Member Phone Number Data from third-party vendors to be utilized for the members' EVV aggregation visit data. Member Addresses sent via the member address file should reflect member's home addresses that have not been sent to CareBridge by an MCO. Member Phone Numbers should reflect member's home phone numbers that have not been sent to CareBridge by an MCO.

The following is a description of the steps in the Member Address and Member Phone Number data aggregation process:

1. Member Address / Phone Number data file is placed in SFTP folder by provider and/or third-party vendor.
2. CareBridge imports and processes Member Address / Phone Number file.
3. CareBridge places response file in SFTP for review by provider and/or third-party vendor.
  - a. Provider takes action on response errors and resubmits



- i. It is the responsibility of the Third-Party EVV Vendor to ensure providers can correct errors within their EVV system and are able to resubmit the corrected data to CareBridge.
4. CareBridge utilizes Member Address and Phone Number data for data matching purposes to EVV aggregate visit data.

Member Address / Phone Number data should be submitted to CareBridge on an as needed basis for Member Address / Phone Numbers that have had incremental changes since last submission or have not yet been uploaded to CareBridge via the EVV Vendor or MCO.

Do not continue to re-send Member Address / Phone Numbers that have not changed unless instructed by CareBridge or the data has prebilling errors.

## SFTP CONFIGURATION REQUIREMENTS

- CareBridge test environment: [sftp.dev.carebridgehealth.com](https://sftp.dev.carebridgehealth.com)
- CareBridge production environment: [sftp.prn.carebridgehealth.com](https://sftp.prn.carebridgehealth.com)
- Port: 22
- Login Credential: Vendor's public SSH key
- When transferring files via SFTP, select BINARY mode

## SFTP FOLDER STRUCTURE

/input – Used to send files to CareBridge for import into the CareBridge system

/output – Used to retrieve Response Files from CareBridge

## SFTP RETENTION POLICY

- Once files have been downloaded from /output, they should be deleted. If they are not deleted, they will be retained for 30 days.
- Files will be deleted from /input upon load and processing by CareBridge.

## FILE FORMAT SPECIFICATIONS

- File type: CSV (pipe-delimited)
- Values can be enclosed with double quotes (and should be when a pipe could exist in the data)
- Double quotes within the data itself should be escaped using double quotes ("").
- Headers must be included
- One row per record
- **All DateTime fields should be UTC**

## NAMING CONVENTION



## Data Files from Third Party EVV Vendors

The general naming convention is as follows:

MEMBERADDRESS\_TN\_ProviderTaxID\_YYYYMMDDHHMMSS.CSV  
MEMBERPHONE\_TN\_ProviderTaxID\_YYYYMMDDHHMMSS.CSV

For Test Files, "TEST" will prepend the file name as follows:

TEST\_MEMBERADDRESS\_TN\_ProviderTaxID\_YYYYMMDDHHMMSS.CSV  
TEST\_MEMBERPHONE\_TN\_ProviderTaxID\_YYYYMMDDHHMMSS.CSV

## CareBridge Response File

MEMBERADDRESS\_TN\_ProviderTaxID\_ERROR\_YYYYMMDDHHMMSS.txt  
MEMBERPHONE\_TN\_ProviderTaxID\_ERROR\_YYYYMMDDHHMMSS.txt

For Test Files, "TEST" will prepend the file name as follows:

TEST\_MEMBERADDRESS\_TN\_ProviderTaxID\_ERROR\_YYYYMMDDHHMMSS.txt  
TEST\_MEMBERPHONE\_TN\_ProviderTaxID\_ERROR\_YYYYMMDDHHMMSS.txt

## TESTING INSTRUCTIONS

### Testing Overview

Vendors are required to complete testing scenarios in order to begin sending production data to CareBridge.

The goal of the testing process is to ensure that data is able to be successfully transmitted from Third-party vendors to CareBridge. CareBridge has created several test cases designed to ensure specific scenarios are understood and passed by vendors prior to production go-live.

The test cases are outlined in a separate document: ***Tennessee - Third-Party EVV Vendor Member Address and Phone Number Testing Process Guide***, available on the CareBridge EVV Data Integration web page: <http://evvintegration.carebridgehealth.com>, under ***Additional Documents for Third-Party Vendors*** > ***Tennessee - Third-Party EVV Vendor Member Address and Phone Number Testing Process Guide*** .

## INITIAL PRODUCTION DATA GO-LIVE

### Secondary Member Address and Phone Number

Vendors will be able to submit Secondary Member Address and Phone Number data to be added to the member's profile for an associated provider. These data sets can be uploaded via the Member Address and Member Phone Number inbound aggregation files.



In order to delete or mark a record as inactive, vendors must resubmit the exact record data with the appropriate field(s) populated (DeletedRecord / InactiveRecord).

If a record is marked as inactive, the associated record would be active from the date of original submission to the date of the inactive action received by CareBridge. If the record is resubmitted as an active record again at a later date, it will become an active record from the date of original submission.

Deleting a record will remove the record from the Provider Portal and it will no longer be a valid record for EVV matching purposes.

To functionally update a Member Address or Phone Number record, it must first be deleted and then resubmitted with the updated information.

## DATA FIELD SPECIFICATIONS

### CareBridge Response File Format

Field	Value	Description
ERROR_CODE	See sections below	The error code indicating the type of issue
ERROR_DESCRIPTION	See sections below	The description of the error code, this is dynamic based on the error
IS_FILE_ERROR	True or False	Indicates if the error is a file level error or row / field level error
ERROR_SEVERITY	ERROR or WARNING	Indicates the severity of the error
FILE_NAME	Name of the inbound file	Name of the file that was received by CareBridge

In addition to these 5 fields, the CareBridge response file will also contain each field included in the inbound data file for Third-Party EVV Vendor reference.

### File Level Validation

Error Number	Description
F1001	File is not an expected file type.
F1002	File contains invalid delimiters.
F1003	File cannot be parsed, it may be incomplete or invalid.
F1004	File is a duplicate.
F1005	File exceeds max allowed file size.



## MEMBER ADDRESS DATA FILE FORMAT

Field No	Field Name	Description	Data Type	Completed Visit	Example	Max Length
1	TransactionID	Unique identifier for the transaction and should be unique in every file. It is only used for tracking and troubleshooting purposes	Alphanumeric	Y	71256731	
2	TransactionDateTime	Time stamp associated with the member data being sent to CareBridge in UTC	Datetime	Y	YYYY-MM-DDTHH:MM:SSZ "2025-01-01T14:00:00Z"	
3	ProviderName	Name of provider	Alphanumeric	Y	Home Health, LLC	255
4	ProviderEIN	Tax ID or EIN of provider	Alphanumeric	Y	208076837	9
5	MemberMedicaidID <sup>1</sup>	Medicaid ID for member 2 letters followed by 9 digits	Alphanumeric	Y if MemberID is not included	TD123456789	11
6	MemberID <sup>1</sup>	Subscriber ID for member	Alphanumeric	Y if MemberMedicaidID is not included	47138493	
7	StreetAddress	Street address	Alphanumeric	Y	19 Jackson St	
8	StreetAddress2	Additional street address info for member	Alphanumeric	N	Suite B	
9	City	City	Alphanumeric	Y	Nashville	
10	State	State Initial	Alphanumeric	Y	TN	2
11	Zip	Zip Code	Alphanumeric	Y	372191234	9
12	MCOID	Identifies health plan the member is associated with	Alphanumeric	Y	TN_UHC	
13	DeletedRecord	Y will delete the associated record	Alphanumeric	N	Y	1
14	InactiveRecord	Y will mark the associated record as inactive on the date of upload	Alphanumeric	N	Y	1

<sup>1</sup> MemberID can be used as a member identifier instead of MemberMedicaidID. If MemberID is used, MemberMedicaidID is not a required field.





## MEMBER PHONE NUMBER DATA FILE FORMAT

Field No	Field Name	Description	Data Type	Completed Visit	Example	Max Length
1	TransactionID	Unique identifier for the transaction and should be unique in every file. It is only used for tracking and troubleshooting purposes	Alphanumeric	Y	Y	
2	TransactionDateTime	Time stamp associated with the member data being sent to CareBridge in UTC	Datetime	Y	Y	
3	ProviderName	Name of provider	Alphanumeric	Y	Y	255
4	ProviderEIN	Tax ID or EIN of provider	Alphanumeric	Y	Y	9
5	MemberMedicaidID <sup>1</sup>	Medicaid ID for member 2 letters followed by 9 digits	Alphanumeric	Y if MemberID is not included	Y if MemberID is not included	11
6	MemberID <sup>1</sup>	Subscriber ID for member	Alphanumeric	Y if MemberMedicaidID is not included	Y if MemberMedicaidID is not included	
7	MemberHomePhoneNumber	Member's HOME phone number, do not submit dashes, parentheses or other non-numeric characters	Numeric	Y	Y	10
8	MCOID	Identifies health plan the member is associated with	Alphanumeric	Y	Y	
9	DeletedRecord	Y will delete the associated record	Alphanumeric	N	N	1
10	InactiveRecord	Y will mark the associated record as inactive on the date of upload	Alphanumeric	N	N	1

<sup>1</sup> MemberID can be used as a member identifier instead of MemberMedicaidID. If MemberID is used, MemberMedicaidID is not a required field.



### MCOID Codes

Code	Description
TN_AGP	TN Wellpoint (Amerigroup)
TN_BCBS	BlueCare Tennessee
TN_UHC	UnitedHealthcare Community Plan of Tennessee

### Validations

Validations are performed in the CareBridge system to ensure secondary member address and phone number records are able to be loaded. If validation errors are present in response files, they must be resolved by the agency or vendor prior to the corresponding member address or phone number being used.

A full list of CareBridge Pre-Billing Validations can be found under **Technical Specifications for Third-Party Vendors** > [Pre-Billing Validation Errors](#)