

Electronic Visit Verification Announcement



The Wyoming Department of Health (WDH) would like to announce upcoming system enhancements to the CareBridge EVV Solution. The enhancements include the addition of Multi-Factor Authentication (MFA) to the mobile app, as well as Geo-Fencing functionality.

These new capabilities will be live in the CareBridge EVV Solution beginning January 1, 2024.

What is MFA?

Multi-Factor Authentication (MFA) serves to decrease identity fraud and improve system security by requiring that system users login using a multi-step security process that helps verify users' identity. CareBridge EVV users will be required to have an email address and/or phone number associated to their user profile, or use an authenticator app such as Google Authenticator. More information is provided within training resources located on the CareBridge website: <https://www.carebridgehealth.com/wyevv>

What is Geo-Fencing?

Geo-fence is a virtual perimeter for a real-world geographic area. Geo-fencing is a service that triggers an action when a device enters a set location. A radius is established around the member's physical authorized service location(s) on record. Geo-Fencing functionality will not prevent services from being rendered by caretakers. However, the system will flag when services are potentially being rendered more than ½ mile from a member's authorized service location. If a flag appears, system users will be required to enter a reason code for why the services are being performed outside the established radius. More information is provided within training resources located on the CareBridge website: <https://www.carebridgehealth.com/wyevv>

What's next for CareBridge EVV system users?

For provider organizations solely using the CareBridge EVV system, these system changes will be implemented by January 1, 2024 and should minimally impact your daily activities. For more information on Geo-fencing and MFA along with next steps, please refer to the training resources located on the CareBridge website: <https://www.carebridgehealth.com/wyevv>

What's next for 3rd Party EVV system users?

For provider organizations using 3rd party EVV systems, please contact your EVV vendor to initiate the process of implementing the geo-fencing requirements including the

establishment of the ½ mile radius indicator, reason codes, and interface changes. The CareBridge team will work closely with any 3rd party vendors to implement the State's geo-fencing requirements. Vendors will be required to have geo-fencing set-up in their system by January 1, 2024. Vendors can contact the CareBridge Integration Team by calling 1 (844) 920-0989 or emailing evvintegrationsupport@carebridgehealth.com

Provider organizations using 3rd party EVV systems will not be impacted by the new MFA functionality.



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