

Home and Community Based Services



Good Morning:

We need to inform you that your 3rd Party EVV Vendor is not sending geo-fence related data to CareBridge in an expected manner which, if not corrected, will result in pre-billing alerts and blocked claims beginning April 1, 2024. Please be assured that CareBridge has contacted your 3rd Party EVV Vendor directly to offer assistance with meeting these reporting requirements and resolving these issues, however, you may also wish to contact your vendor to ensure that your ability to bill is not negatively impacted beginning in April. For more information, please reach out to the CareBridge Support Center at 1-(855)-912-3301 or email wylvv@carebridgehealth.com.

For your reference, the following message was sent from CareBridge to your EVV Vendor:

As of January 1, 2024, CareBridge EVV has required the following fields in the [Third-Party Vendor Specifications for Wyoming](#) for visits with CheckInMethod/CheckoutMethod of "E":

- Checkin Distance
- Checkout Distance
- Checkin Location Reason – if CheckIn Distance is greater than ½ mile.
- CheckOut Location Reason – if CheckOut Distance is greater than ½ mile.

We are reaching out to let you know that we have not been receiving the expected data in one or more of these fields. Inbound visit data without the appropriate information is currently generating warnings, but as of 4/1/2024, this will result in pre-billing alerts that will block claims.



**HOME AND
COMMUNITY-
BASED
SERVICES**
WYOMING MEDICAID
DIVISION OF HEALTHCARE FINANCING

Home and Community Based Services Section
Division of Healthcare Financing
Wyoming Department of Health
122 W. 25th Street, 4 West
Cheyenne, WY 82002



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