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## UPDATE: CareBridge EVV System Issues

1 message

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Wed, Feb 23, 2022 at 3:13 PM

# Home and Community Based Services

Good afternoon,

The Wyoming Department of Health, Division of Healthcare Financing would like to thank the EVV provider population for your commitment to attending EVV trainings and beginning to use the new CareBridge EVV system that has been live and available for use since February 15, 2022.

With any new system, issues will arise, but we are dedicated to identifying these issues and finding resolutions as soon as possible. There have been reports to our EVV call center of missing Medicaid members within the system, and the root cause has been found. We are seeking to have this fixed by the end of the week, and will communicate an update Monday, February 28th.

If you are missing your Medicaid members within the EVV system, please record your visit details for these members and when we have the system fixed and the PA information and member names are populating correctly, you'll be able to enter these visits into the system manually so you can bill using the EVV system. If you require payment sooner than that, you can continue billing for these visits using the previous claims process. The State will not be denying claims for missing EVV information until March 31st.

In addition, it has been noticed that visits have been manually entered within the system for dates prior to the system go-live of February 15th. While we appreciate provider's dedication to using the system, we discourage visits getting entered into the system for any dates prior to February 15th. Please submit claims using the previous process for any services rendered prior to go-live.

### Have Questions?

For additional information or to learn more, contact CareBridge by email or phone:

Website: <http://resources.carebridgehealth.com/evv>

Email: [wyevv@carebridgehealth.com](mailto:wyevv@carebridgehealth.com)

Phone: (855) 912-3301



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