

# ICDAC TRANSITION:

## GENERAL PROVIDER INFORMATION



This document outlines important details for Individual Consumer Directed Attendant Care (ICDAC) Providers related to the CareBridge Electronic Visit Verification (EVV) solution, account availability information, and training resources for transition options for ICDAC Providers.

As outlined in Informational Letter No. 2679-MC-FSS, Iowa Medicaid intends to discontinue enrolling ICDAC providers effective **07/01/2025**, with ICDAC claims continuing to be processed as normal through date of service **12/31/2025**. HCBS Waiver Members have the option to receive Consumer Attendant Directed Care services (CDAC) from an enrolled Medicaid provider agency or through the Consumer Choices Option (CCO) program.

### CDAC PROVIDER AGENCY

- Provider agency caregivers are employed and managed by a Medicaid provider agency.
- EVV system use and access is determined by the provider agency.
- Caregivers must coordinate with the provider agency for necessary details, training, and expectations for EVV.

Any questions related to schedules, shift changes, and payments should be directed to the provider agency.

### CCO PROGRAM

- The CCO program uses the **CareBridge EVV solution**.
- Although CCO caregivers are employed by their specific HCBS Waiver Members, CareBridge EVV access and set up is managed by **Veridian Fiscal Solutions**.
- For CareBridge EVV, CCO caregivers do not have access to their own CareBridge Provider Portal (there are no unique provider IDs like ICDAC).
- CCO caregivers ONLY use the CareBridge Mobile Application and IVR with the Veridian Provider ID **292**.
- Any non-EVV related questions (payroll, hiring, background, etc.) should be directed to Veridian Fiscal Solutions.
  - **Veridian Contact Information:**
    - Standard Phone: 319-226-4692
    - Toll-Free Phone: 866-226-4692
    - Email: [ccoiaowa@veridiancu.org](mailto:ccoiaowa@veridiancu.org)
    - Website: <https://www.veridianfiscalsolutions.org/cco/default.aspx>

## ICDAC ACCOUNT AVAILABILITY

- ICDAC provider account access to the CareBridge EVV solution will remain the same during Iowa Medicaid's discontinuation of the ICDAC program.
- ICDAC providers will still have access to their CareBridge Provider ID / account after **12/31/2025**.
- ICDAC providers will continue to be able to make necessary adjustments or claim corrections for EVV visits captured using their ICDAC Provider Portal ID or Mobile Application Provider ID on or before **12/31/2025**.

## AUTHORIZATION DETAILS

As HCBS members transition from the ICDAC program to either: 1) Consumer Directed Attendant Care services (CDAC) through a provider agency, or 2) the Consumer Choices Option (CCO) program, the MCO may update the authorizations associated with ICDAC services / providers and issue new authorizations to align with the member's decision (CDAC or CCO).

ICDAC providers may be:

- Unable to complete new visits under their ICDAC Provider ID because the members' authorization is no longer active.
- Unable to complete new visits under their ICDAC Provider ID because the members' authorization is void.
- Unable to complete new visits under their ICDAC Provider ID because the members' authorization has insufficient units.

To avoid payment issues, once a member has left the ICDAC program, it is critical that no new EVV visits are captured by the ICDAC provider using their ICDAC Provider ID and that visits do not occur with authorizations associated with ICDAC program services.

## ERROR CORRECTION

- EVV visits **must be** captured under the member's program selection (CDAC or CCO).
- If an ICDAC provider incorrectly completes a visit for their member who has transitioned from the ICDAC program using their ICDAC Provider ID, the visit will need to be cancelled in the CareBridge ICDAC Provider Portal.
- If an ICDAC provider incorrectly claims the above visit, this claim will need to be voided in the CareBridge ICDAC Provider Portal.