

TENNESSEE PERSONAL CARE SERVICES: CAREGIVER FOB OVERVIEW



CareBridge supports fixed object device (FOB) visits for approved **BlueCare** and **UnitedHealthcare** caregivers without an alternative, EVV Compliant, method of checking-in and out. The FOB generates a series of numbers that change periodically. This series of numbers is called a token and corresponds to a date and time value.

The FOB remains at the member's address for providers to obtain a token to validate the visit. The caregiver providing the service must note the check-in and check-out tokens from the FOB during the visit and provide these to an administrator so the visit can be entered into the CareBridge Provider Portal.

Figure 1. Fixed Object Device (FOB)



Please Note: Only one FOB is assigned to a member. If you are performing services at a location with multiple members that have a FOB, please confirm you are using the correct FOB for that member.

Please review and perform the following steps to ensure all required information is collected during the visit:

- Upon arriving at the member's location and beginning the service, press the power button to view the token. This will correspond to the exact date and time you are beginning the service.
- Record the token for your check-in (write it down, take a picture, etc.)
- Proceed to perform the service for the scheduled duration.
- At the end of the service, press the power button again to view the new token.
- Record the token for your check-out.
- Provide both the check-in and check-out tokens to your provider agency administrator.

FOB Fast Facts

1. FOBs are intended to be used in cases where no alternative means of check-in and check-out are available. BlueCare and UnitedHealthcare each evaluate members for FOB eligibility. Please contact the MCO if you believe you have a member who might be eligible for a FOB.
2. The FOB is a small device approximately 2.5" x 1" and weighs .5 oz.
3. The FOB battery should last 5 years.
4. FOBs do not connect to the Internet / Wi-Fi. Instead, they are registered to a specific member address and use a rotating series of numbers, called a token, that corresponds to a date and time.
5. The FOB is **member specific**. This means if there are multiple members in the home, each member will have a FOB, and caregivers are expected to capture the token from the correct member's FOB.
6. The FOB is intended to be 'fixed' in the home. This means members are expected to secure the FOB device in their home where a caregiver can easily access it.
 - a. Note – CareBridge has supplied adhesive so that the FOB can be installed in a fixed location within the member's home.
7. The FOB must not leave the home. Each FOB is specifically tied to a specific member's address. If the member receives care outside of the home, alternative means of EVV visit capture must be used (CareBridge Mobile Application or IVR). Using the FOB outside of the member's home may be considered Fraud and could result in action against the caregiver, provider, or member.
8. The FOB is specific to CareBridge. If the provider changes EVV Vendors, the FOB will no longer work.

FOB Frequently Asked Questions

1. What if the FOB stops working? Providers should contact the MCO to request replacement.
2. What if the FOB is lost or stolen? Providers should contact the MCO to discuss the next steps. The MCO may choose to investigate the loss or theft prior to issuing a replacement.
3. What if the caregiver writes down the wrong token? The provider will receive an error message when entering the token and will need to either obtain the correct token from the caregiver or complete a manual entry.
4. What if the caregiver forgets to write down both tokens? The provider will need to complete a manual entry. Both tokens are required for an EVV compliant visit.
5. What if there are multiple FOBs in the same home and the caregiver writes down the tokens from the wrong FOB? The provider will receive an error message when entering the token and will need to either obtain the tokens from the correct FOB or complete a manual entry.
6. What if the tokens are reversed and the check-in token is entered as the check-out token, and vice versa? The provider will receive an error message indicating that the 'check out time must be after the check in time' and will need to reenter the tokens in the correct order.