

PROVIDER PORTAL ACCESS FOR AGENCIES USING THIRD PARTY EVV SOLUTIONS



OVERVIEW

In order to generate claims or send data to state aggregators, data received from third party EVV solutions must be matched against the data CareBridge receives from our MCO partners. In order to provide visibility to provider agencies when they are attempting to update data in their EVV systems, CareBridge provides portal access to view member and authorization information **only**. This enables Provider Agencies to validate the data within their systems.

Note: Agencies using a third party EVV system, are **NOT** able to view or update their billing or visit data in the CareBridge Provider Portal. Changes to the data must be made within their chosen EVV solution and that data must be re-submitted to CareBridge via the integration process.

MEMBER MATCHING ISSUES

PURPOSE

The Member data we receive from a vendor **must match** what we have received from our MCO partners for that Member.

ALERTS
VCR2013 Appt member assoc missing
VCR1013 Missing Member Medicaid ID

KEY FIELDS – INTEGRATION SPEC
MemberMedicaidID
MCO ID

LOCATION IN PORTAL (MEMBERS > MEMBER DETAILS >)
MemberMedicaidID = Medicaid ID MCO ID = Payer(s)

MATCHING LOGIC

The agency will need to confirm the following for each visit:

1. The value for the **Member Medicaid ID** field in the agency's system will need to match the **Medicaid ID** on the Member Details page.
2. The value for the **MCO ID (Payer)** field in the agency's system will need to align with the **Payer(s)** on the Member Details page.

Provider Agencies will need to confirm with their EVV vendor what field in their system is used for each of these fields in the CareBridge Integration Specification.

Ginnie Abbes ✎

Date of Birth
1960-08-15

Payer(s)
CB Payer (5820351191796382)

Eligibility Dates
03/05/2019 - None (CB Payer)

Primary Address
6 OLD GATE PASS (CB Payer)
NASHVILLE, TN 37240

Secondary Address(es)
55 Reynolds Street (CB Payer)
McKenzie TN 38201

Email

Primary Phone Number
615-252-0683 (CB Payer)

Secondary Phone Number(s)
615-252-0685 (CB Payer)
615-252-0683 (CB Payer)

Status
Active

Program
None

Medicaid ID
582035119179636

Office
Main Office x Trenton Office x

Groups

AUTHORIZATION MATCHING ISSUES

PURPOSE

Data we receive from vendors must match valid authorizations that we received from MCOs for the same member. Since member matching and provider matching are also required for matching authorizations, the provider should first ensure that there are no unresolved VCR2013 (member matching) or VCR2023 (provider matching) errors before attempting to resolve VCR2012 errors.

ALERTS
• VCR2012 Appt auth assoc missing
• VCR1042 Auth Reference Number is missing.
• VCR1043 Service Code is missing

KEY FIELDS - INTEGRATION SPEC	
AuthRefNo	Modifier 2
ServiceCode	MCO ID
Modifier 1	

LOCATION IN PORTAL (AUTHORIZATIONS>)			
AuthRefNo = Auth #	ServiceCode = Service	Modifier 1/2 = Mod	MCOID = Payer

MEMBER	RECEIVED DATE	START DATE	END DATE	UNITS	AUTH #	SERVICE	MOD	SCHEDULED UTILIZATION %	PAYER	STATUS	EMPLOYEE
Ivin Blakden	06/27/2020	03/22/2020	12/27/2020	2106	917178560514003	55125		0.67	CB Payer	✓ Acknowledged	Matt Tooples
Stephan Janikowski	06/27/2020	01/03/2020	11/14/2020	2202	870046347883343	55125		0.69	CB Payer	✓ Acknowledged	Katie Corder
Abigale Girardetti	06/27/2020	03/01/2020	02/02/2021	1867	667918084654957	55130		1.69	CB Payer	✓ Acknowledged	Kristen Barber
Clement Battany	06/27/2020	01/30/2020	02/07/2021	1612	245789809152483	55125		2.3	CB Payer	✓ Acknowledged	Lane Abernat...
Kory Cassels	06/27/2020	03/20/2020	11/16/2020	1676	379761854652315	55125		0	CB Payer	✓ Acknowledged	Barb Ackue
Cheryl Ashmore	06/27/2020	02/17/2020		2058	280624888873397	55125		0	CB Payer	✓ Acknowledged	Jack Bauer

Note: Authorization information can be exported from the Authorizations page to a csv file by selecting the **EXPORT TO FILE** button at the bottom of the page.

MATCHING LOGIC

The agency will need to confirm the following for each visit:

1. Does the value in the **AuthRefNo** field in the agency's system match the **Auth #** in CareBridge Provider Portal?
2. Does the value in the **Service Code (HCPCS Procedure Code)** field in the agency's system match the **Service** field in CareBridge Provider Portal?
3. Does the value in the **Modifiers** field in the agency's system match the **Modifiers** field in CareBridge Provider Portal?
4. Does the value in the **MCO ID (Payer)** field in the agency's system match the **Payer** field in CareBridge Provider Portal?

Provider Agencies will need to confirm with their EVV vendor what field in their system is used for each of these fields in the CareBridge Integration Specification.