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 >)

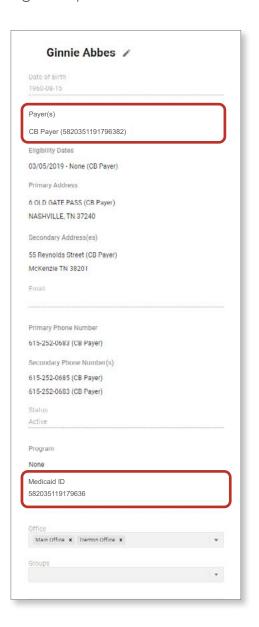
MemberMedicaidID = Medicaid ID MCO ID = Payer(s)

MATCHING LOGIC

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

- 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.
- 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.



AUTHORIZATION MATCHING ISSUES

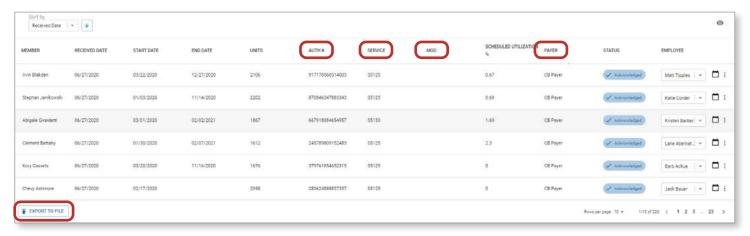
PURPOSE

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	Modifer 1/2 = Mod	MCOID = Payer



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.