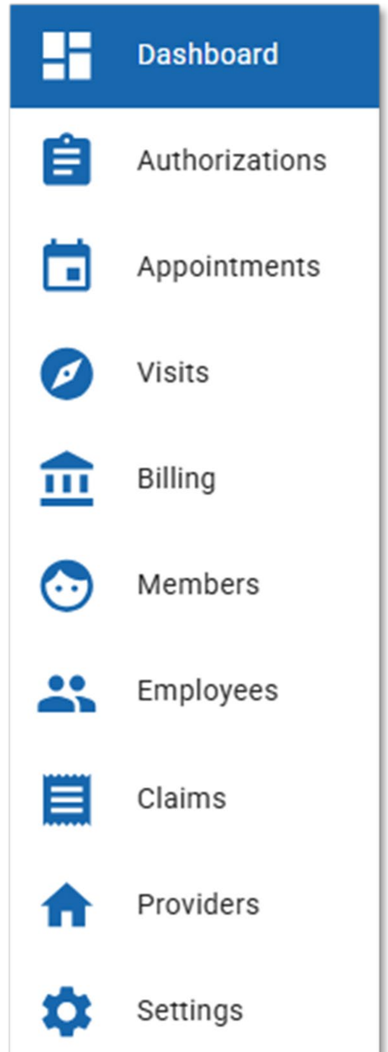
CAREBRIDGE PAYER PORTAL:
USER GUIDE

NAVIGATING THE PORTAL

The CareBridge Payer Portal allows users to access a wealth of information for each payer. Links to each of the main pages are shown on the left side of the screen (Figure 1).

Figure 1. ***Navigation Pane***



Dashboard: View key graphs and metrics about compliance and operational efficiency.

Authorizations: View prior authorizations, download authorization reports, and access authorization statuses such as active, inactive, and void.

Appointments: View upcoming appointments including early, late, and missed appointments; download appointment reports.

Visits: View the status of completed visits and download completed visit reports.

Billing: View the status of billed visits, access individual claim details, download billed visit reports.

Members: View member information.

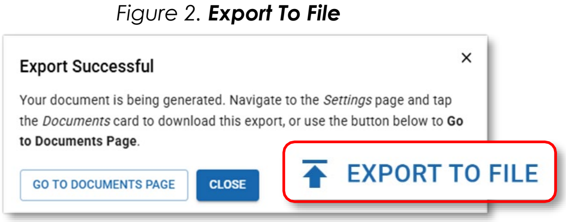
Employees: View user profiles.

Claims: View claim statuses, access claim details, download claim reports.

Providers: View important provider and payer information such as NPI, Company Medicaid ID, and service dates with health plans.

Settings: Options to view and manage multiple aspects of the CareBridge Provider Portal, such as rates and groups.

Figure 2. ***Export To File***



Most pages have an *Export To File* button at the bottom left of the screen which allows users to create a downloadable copy of the information displayed (Figure 2).

The top right of the portal displays the user's first name, time zone, and the name of which payer's portal the user is currently viewing. Clicking the portrait icon opens a menu to access additional information, such as the Resource Library, and sign out of the account (Figure 3).

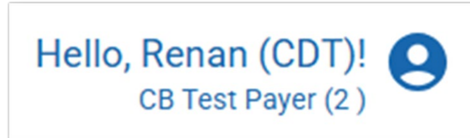


Figure 3. ***Portrait Icon & User Info***

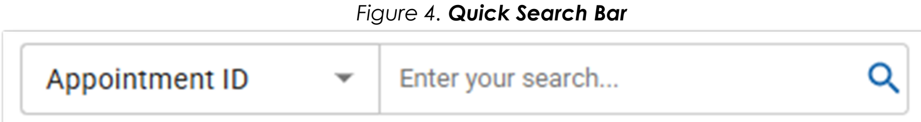
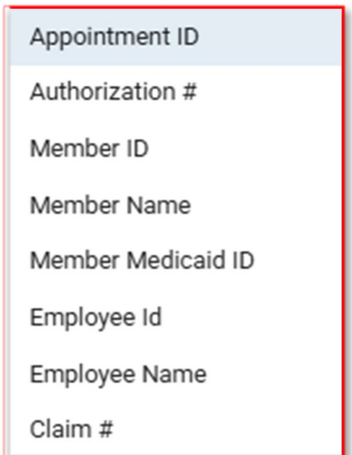


Figure 4. ***Quick Search Bar***



The portal also provides a quick search bar at the top of every page allowing users to easily locate desired information such as appointment ID, authorization number, member ID, member name, member Medicaid ID, employee ID, employee name, and claim number (Figure 4).

Most of the pages in the portal have a **Filters** drop-down menu available to assist users with fine tuning what information is displayed. The fields within the filters vary with each page, but each one can be sorted and saved for quick use (Figure 5).

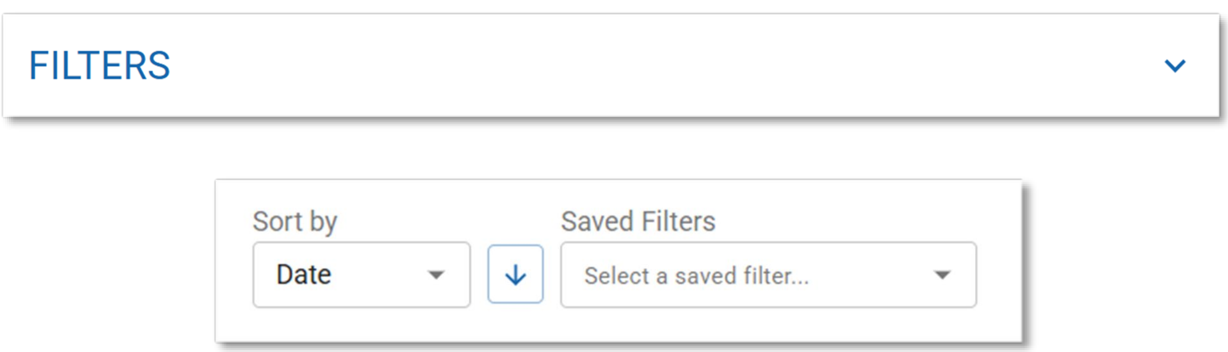
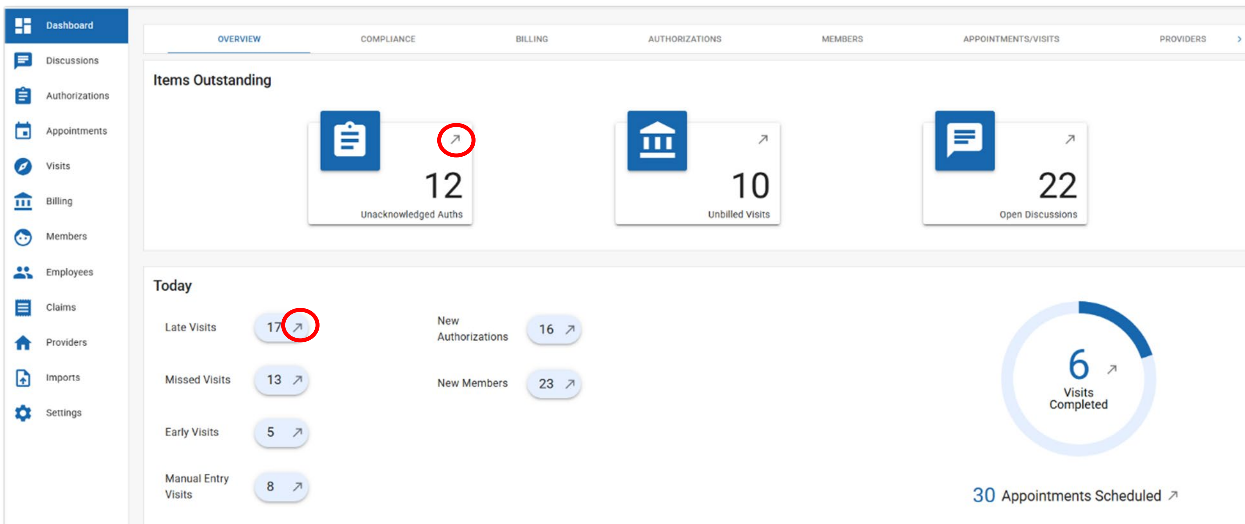


Figure 5. ***Filters Drop-down menu and Sort/ Save Drop-down menus***

DASHBOARD METRICS

The Dashboard page allows users to view key metrics to better prioritize and manage tasks on which action may need to be taken. Direct links to the data gathered are accessible by clicking the arrows (Figure 6). There are eight dashboard metric tabs available that can be accessed through the dashboard page subtabs:

Figure 6. ***Dashboard Overview Page***



OVERVIEW: This dashboard is the "homebase" when checking the portal. It displays data related to items that may require action and metrics related to operational efficiency (Figure 6).

COMPLIANCE: This dashboard displays data to better understand how many completed visits are EVV-compliant.

BILLING: This dashboard displays data related to the amounts of visits that were billed and how many were paid, rejected and denied.

AUTHORIZATIONS: This dashboard helps users better understand the number of active authorizations by service type.

MEMBERS: This dashboard helps users explore the number of active members and view the members with the lowest compliance scores.

APPOINTMENTS & VISITS: This dashboard shows users data related to the number of appointments and completed visits.

PROVIDERS: This dashboard displays the top and lowest compliance score providers and overall EVV adoption.

KEY SETTINGS & OPTIONS

On the **Settings** page, users can view documents, rates, and groups.

Documents: When a file is exported from other pages in the Payer Portal, it will be available to download from this tab by clicking its **download icon** on the far right of the row (Figure 7).

Figure 7. ***Documents Tab***

DOCUMENTS

NAME	USER	DATE/TIME	STATUS
Visits.pdf	RENAN TORMIN	03/16/2026 12:34 PM	Completed
Visits.csv	RENAN TORMIN	03/16/2026 12:24 PM	Completed

Rows per page: 10 0 of 0 1

Rates: Rates for services can be viewed on this tab. The **Filters** drop-down allows users to locate specific rates based on multiple criteria such as payer and service (Figure 8).

Figure 8. ***Rates***

RATES

Filters

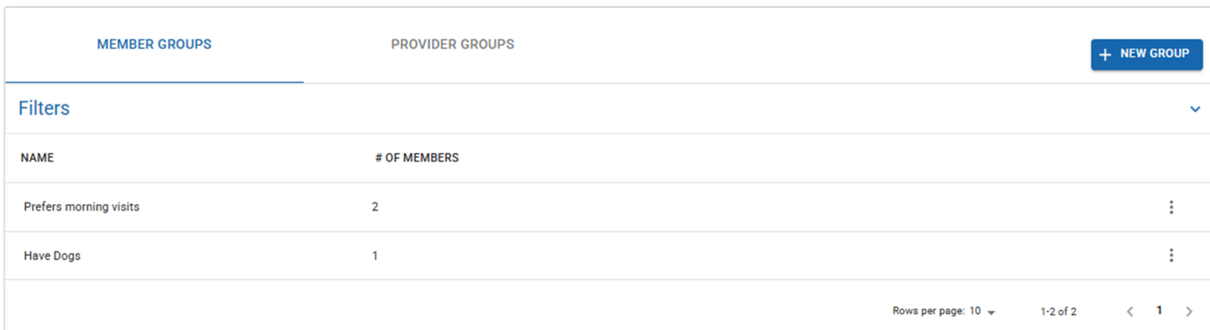
APPLIED FILTERS Payer

UPDATED DATE	EFFECTIVE START DATE	EFFECTIVE END DATE	SERVICE CODE	RATE	PAYER(S)	CREATED BY	MEMBER(S)
04/13/2023	01/01/2019		T1002	$2.50	CB Test Payer	CB Test Payer	All Members
04/13/2023	01/01/2019		S5135	$2.50	CB Test Payer	CB Test Payer	All Members
04/13/2023	01/01/2019		T1004	$2.50	CB Test Payer	CB Test Payer	All Members

Groups: Groups are a way to categorize members and providers. Groups allow users to easily search, sort, and run reports for specific types of members or providers.

To make a new group, the user can select the group type, member or provider, then click the **+ New Group** button at the top right of the groups table. To edit or delete a group, the user can click the **menu icon** (three vertical dots) next to the group and then click **Edit Group** (Figure 9).

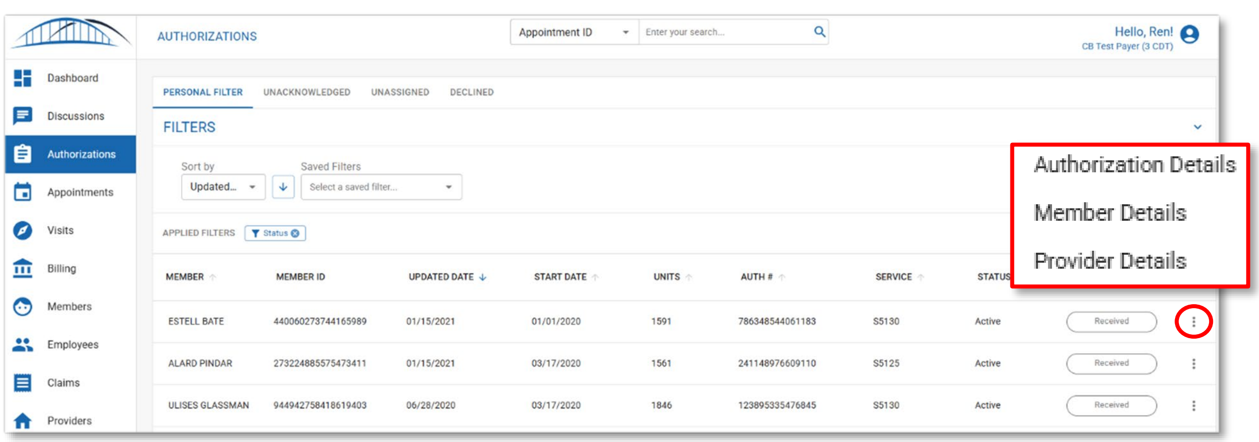
Figure 9. ***Groups Tab***



ADDITIONAL INFORMATION

Actions Menu: Throughout the CareBridge Portal users will encounter an *Actions Menu* icon which looks like three vertical dots. Clicking this icon will create a contextual pop-up menu that provides some options based on the page being viewed. For example, on the Authorizations page, clicking the *Actions Menu* icon will allow users to view the authorization details, member details, or provider details (Figure10).

Figure 10. ***Actions Menu***



Alert Icon: If there is an issue that requires attention it will be flagged with an exclamation point inside of a red circle. Clicking this alert icon will display a preview of the alert, including the alert code and description.

Figure 11. ***Alert Icon and Description***