

CAREBRIDGE PROVIDER PORTAL: RATE ENTRY GUIDE



Effective **October 1, 2026**, provider agencies are responsible for managing rates across **all MCOs** and **all in-scope EVV services**.

THIRD-PARTY USERS

Providers using a Third-Party EVV system will not manage rates in the CareBridge Provider Portal. Third-Party users must include rates on the EVV visit files submitted to CareBridge. Please coordinate with your EVV vendor to ensure rates are submitted with your visits.

CAREBRIDGE EVV USERS

Provider agencies utilizing **CareBridge EVV** are responsible for entering, maintaining, and updating applicable rates within the Provider Portal to ensure successful claim generation and processing.

New Rate

To set a new rate, navigate to the **Settings** page, select the 'Rates' tab, and click the '+ New Rate' button located in the upper-right corner of the screen. In the *New Rate* window, complete the required rate fields and select 'Submit' to save the new rate configuration (Figure 1).

Figure 1. Rates Tab & New Rate Menu

The screenshot displays the CareBridge Provider Portal interface. On the left sidebar, the 'Settings' menu is highlighted with a red box. Within the 'Settings' menu, the 'Rates' tab is also highlighted with a red box. The main content area shows the 'RATES' tab with a table of existing rates. In the top right corner of the 'RATES' tab, a red box highlights the '+ NEW RATE' button. Another red box highlights the 'Edit Rate' button in the top right corner of the Rates table. A fourth red box highlights the 'New Rate' modal window, which contains fields for Payer, Service Code, Modifier 1-4, Member, Effective Start Date, Effective End Date, and Rate. The modal also has CANCEL and SUBMIT buttons.

UPDAT... DATE	EFFECTL... START DATE	EFFECTL... END DATE	SERVICE CODE	MOD	RA
04/13/2023	01/01/2019		T1002		\$2.00
04/13/2023	01/01/2019		S5135		\$2.00
04/13/2023	01/01/2019		T1004		\$2.00
04/13/2023	01/01/2019		T1021		\$2.00
04/13/2023	01/01/2019		S9127		\$2.00
04/13/2023	01/01/2019		G0156		\$2.00
04/13/2023	01/01/2019		S5125		\$2.00

New Rate

Payer: Select...

Service Code: Select...

Modifier 1: Select...

Modifier 2: Select...

Modifier 3: Select...

Modifier 4: Select...

Member: Search or Select...

Effective Start Date: MM/DD/YYYY

Effective End Date: MM/DD/YYYY

Rate: \$0

CANCEL SUBMIT

Please Note: Visits with dates of service **prior to 10/1/26** that have **not been billed** or **need a corrected claim** will require providers to set a rate in order to submit them for billing.

Edit Existing Rate

If an existing rate requires modification, users may select the 'Actions' menu (three vertical dots) located next to the applicable rate and choose 'Edit Rate'.

The Edit Rate window will open and display the same fields available in the New Rate window. After making the necessary updates, select 'Submit' to save the changes.

Please Note: Some rates may be member specific. Please ensure any member specific rates are also updated prior to submitting any visits for billing to avoid potential delays or denials.