

# NC PRE-BILLING CHECKS REFERENCE GUIDE

## FOR PROVIDER AGENCIES USING THIRD-PARTY EVV VENDORS



CareBridge provides EVV services as well as aggregation for providers using *21st Century Cures Act* compliant third-party EVV solutions. If a provider has already selected an EVV vendor, CareBridge will integrate directly with that vendor at no charge. Your EVV vendor will have to send over data required to meet EVV *21st Century Cures Act*, claim generation, and program rules. Sometimes the data does not meet the requirements or is completely missing which causes an error. When these errors occur, the CareBridge system creates Pre-Billing Check alerts and notifies your EVV vendor of the errors that need to be corrected before claims can be generated. These Pre-Billing Checks tie to required information for EVV visit information, encounters, program requirements, and/or claiming.

CareBridge has created this resource for providers to use when resolving Pre-Billing Checks in your EVV system. This guide details the Pre-Billing Checks in place, what they mean, and how they are resolved. The majority of these Pre-Billing Checks must be corrected by the provider agency within their own EVV system and re-exported to CareBridge before they are cleared and CareBridge is able to generate a claim on the provider's behalf. If you have specific questions on how to make the corrections described in this resource, please contact your EVV vendor for guidance on how to navigate your chosen EVV vendor's system.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1001	Caregiver First Name	The caregiver's first name is missing from the visit	Check to make sure the caregiver's first name is added to your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1002	Caregiver Last Name	The caregiver's last name is missing from the visit	Check to make sure the caregiver's last name is added to your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1003	Caregiver License Number	The caregiver's license number is missing from the visit	Check to make sure the caregiver's license number is added to your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1004	Vendor name is not valid	The vendor's name is missing from the visit	Check to make sure your vendor's name is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1005	Transaction Id is not valid	The transaction ID is missing from the visit	Check to make sure the transaction ID is added to your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1006	Transaction Date Time is not valid	The date and time of the transaction is missing from the visit	Check to make sure the date and/or time of the transaction is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1007	Provider Id is not valid	The Provider ID is missing from the visit	Check to make sure the Provider ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1008	Provider Name is not valid	The Provider name is missing from the visit	Check to make sure the Provider name is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1009	Provider Tax Id is not valid	The Provider Tax ID Number is missing from the visit	Check to make sure the Provider Tax ID Number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1010	Provider NPI is not valid	The Provider NPI is missing from the visit	Check to make sure the Provider NPI is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1011	Member First Name is not valid	The member's first name is missing from the visit	Check to make sure the member's first name is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1012	Member Last Name is not valid	The member's last name is missing from the visit	Check to make sure the member's last name is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1013	Member Medicaid Id is missing	The member's Medicaid ID is missing from the visit	Check to make sure the member's medicaid ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1014	Appointment Start DateTime is not valid	The appointment start date and/or time is missing from the visit	Check to make sure the appointment start date and/or time is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1015	Appointment End DateTime is not valid	The appointment end date and/or time is missing from the visit	Check to make sure the appointment end date and/or time is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1016	EVV Checkin DateTime is missing	The EVV check-in date and/or time is missing from the visit	Check to make sure the EVV check-in date and/or time is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1017	EVV CheckIn Method is not valid	The EVV check-in method is missing from the visit	Check to make sure the EVV check-in method is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1018	EVV Checkin Street Address is missing	The EVV check-in street address is missing from the visit	Check to make sure the EVV check-in street address is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1019	EVV Checkin City is missing	The EVV check-in city is missing from the visit	Check to make sure the EVV check-in city is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1020	EVV Checkin State is missing	The EVV check-in state is missing from the visit	Check to make sure the EVV check-in state is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1021	EVV Checkin Zip is missing	The EVV check-in zip code is missing from the visit	Check to make sure the EVV check-in zip code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1022	EVV Checkin Latitude Longitude is missing	The EVV check-in latitude and/or longitude is missing from the visit	Check to make sure the EVV check-in latitude and/or longitude is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1023	EVV Checkout DateTime is missing	The EVV check-out date and/or time is missing from the visit	Check to make sure the EVV check-out date and/or time is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1024	EVV CheckOut Method is not valid	The EVV check-out method is missing from the visit	Check to make sure the EVV check-out method is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1025	EVV Checkout Street Address is missing	The EVV check-out street address is missing from the visit	Check to make sure the EVV check-out street address is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

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VCR1026	EVV Checkout City is missing	The EVV check-out city is missing from the visit	Check to make sure the EVV check-out city is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1027	EVV Checkout State is missing	The EVV check-out state is missing from the visit	Check to make sure the EVV check-out state is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1028	EVV Checkout Zip is missing	The EVV check-out zip code is missing from the visit	Check to make sure the EVV check-out zip code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1029	EVV Checkout Latitude Longitude is missing	The EVV check-out latitude and/or longitude is missing from the visit	Check to make sure the EVV check-out latitude and/or longitude is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1030	Manual Checkin DateTime is missing	The manual check-in date and/or time is missing from the visit	Check to make sure the manual check-in date and/or time is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1031	Manual CheckIn Method is not valid	The manual check-in method is missing from the visit	Check to make sure the manual check-in method is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1032	Manual Checkin Street Address is missing	The manual check-in street address is missing from the visit	Check to make sure the manual check-in street address is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1033	Manual Checkin City is missing	The manual check-in city is missing from the visit	Check to make sure the manual check-in city is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1034	Manual Checkin State is missing	The manual check-in state is missing from the visit	Check to make sure the manual check-in state is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1035	Manual Checkin Zip is missing	The manual check-in zip code is missing from the visit	Check to make sure the manual check-in zip code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1036	Manual Checkout DateTime is missing	The manual check-out date and/or time is missing from the visit	Check to make sure the manual check-out date and/or time is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1037	Manual CheckOut Method is not valid	The manual check-out method is missing from the visit	Check to make sure the manual check-out method is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1038	Manual Checkout Street Address is missing	The manual check-out street address is missing from the visit	Check to make sure the manual check-out street address is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1039	Manual Checkout City is missing	The manual check-out city is missing from the visit	Check to make sure the manual check-out city is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1040	Manual Checkout State is missing	The manual check-out state is missing from the visit	Check to make sure the manual check-out state is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1041	Manual Checkout Zip is missing	The manual check-out zip code is missing from the visit	Check to make sure the manual check-out zip code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1042	Auth Reference Number is missing	The auth reference number is missing from the visit	Check to make sure the auth reference number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1043	Service Code is not valid	The service code is missing from the visit	Check to make sure the service code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1044	Time Zone is not valid	The time zone is missing from the visit	Check to make sure the time zone is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1045	Checkin IVR Phone Number is missing	The check-in IVR phone number is missing from the visit	Check to make sure the check-in IVR phone number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1046	Checkout IVR Phone Number is missing	The check-out IVR phone number is missing from the visit	Check to make sure the check-out IVR phone number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1047	Diagnosis Code is missing	The diagnosis code is missing from the visit	Check to make sure the diagnosis code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1048	Invalid attestation reason code	The attestation reason code is missing from the visit	Check to make sure the attestation is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1049	Rate is missing	The rate is missing from the visit	Check to make sure the rate is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1050	Invalid manual reason code	The manual reason code is missing from the visit	Check to make sure the manual reason code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1051	Invalid late reason code	The late reason code is missing from the visit	Check to make sure the late reason code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1052	Invalid late action code	The late action code is missing from the visit	Check to make sure the late action code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1053	Invalid missed reason code	The missed reason code is missing from the visit	Check to make sure the missed reason code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.



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VCR1054	Invalid missed action code	The manual action code is missing from the visit	Check to make sure the missed action code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1055	Invalid Claim Action is not valid	The claim action is missing from the visit	Check to make sure the claim action is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1056	Mco id is missing or invalid	The MCO ID is missing from the visit	Check to make sure the MCO ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1058	Employee Id is not valid	The Employee ID is missing from the visit	Check to make sure the Employee ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1059	Early visit reason is not valid	The early visit reason is missing from the visit	Check to make sure the early visit reason is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1060	Early visit action is not valid	The early visit action is missing from the visit	Check to make sure the early visit action is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1061	EVV CheckIn distance	The EVV check-in distance is missing from the visit	Check to make sure the EVV check-in distance is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1062	EVV CheckOut distance	The EVV check-out distance is missing from the visit	Check to make sure the EVV check-out distance is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1063	Invalid evv checkin location code	The EVV check-in location code is missing from the visit	Check to make sure the EVV check-in location code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1064	Invalid evv checkout location code	The EVV check-out location code is missing from the visit	Check to make sure the EVV check-out location code is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1065	Survey questions and responses are required	The survey questions and responses are missing from the visit	Check to make sure the survey questions and responses are added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1066	Appointment does not contain the same number of survey questions and answers	The accurate number of survey questions and answers is missing from the visit	Check to make sure the accurate number of survey questions and responses are added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1067	Caregiver tasks are required	The caregiver's tasks are missing from the visit	Check to make sure the caregiver's tasks are added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1068	Caregiver hire date is not valid	The caregiver's hire date is missing from the visit	Check to make sure the caregiver's hire date is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1069	Caregiver type is not valid	The caregiver's type is missing from the visit	Check to make sure the caregiver's type is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1070	Caregiver gender is not valid	The caregiver's gender is missing from the visit	Check to make sure the caregiver's gender is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1071	Caregiver date of birth is not valid	The caregiver's date of birth is missing from the visit	Check to make sure the caregiver's date of birth is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1072	Claim 1 invoice number is not valid	The claim 1 invoice number is missing from the visit	Check to make sure the claim 1 invoice number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1073	Claim 2 invoice number is not valid	The claim 2 invoice number is missing from the visit	Check to make sure the claim 2 invoice number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1074	Line 1 invoice number is not valid	The line 1 invoice number is missing from the visit	Check to make sure the line 1 invoice number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1075	Line 2 invoice number is not valid	The line 2 invoice number is missing from the visit	Check to make sure the line 2 invoice number is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR1076	Caregiver Medicaid Id is missing	The caregiver's Medicaid ID is missing from the visit	Check to make sure the caregiver's Medicaid ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1077	Appointment Id is not valid	The appointment ID is missing from the visit	Check to make sure the appointment ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1078	Provider Medicaid Id is not valid	The Provider Medicaid ID is missing from the visit	Check to make sure the Provider Medicaid ID is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1079	Member date of birth is invalid	The member's date of birth is missing from the visit	Check to make sure the member's date of birth is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1080	Payer claim number 1 is not valid	The payer's claim number 1 is missing from the visit	Check to make sure the payer's claim number 1 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1081	Billing status 1 is not valid	The billing status 1 is missing from the visit	Check to make sure the billing status 1 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1082	Billed amount 1 is not valid	The billed amount 1 is missing from the visit	Check to make sure the billed amount 1 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

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VCR1083	Billed units 1 is not valid	The billed units 1 is missing from the visit	Check to make sure the billed units 1 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1084	Paid amount 1 is not valid	The paid amount 1 is missing from the visit	Check to make sure the paid amount 1 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1085	Paid units 1 is not valid	The paid units 1 is missing from the visit	Check to make sure the paid units 1 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1086	Payer claim number 2 is not valid	The payer's claim number 2 is missing from the visit	Check to make sure the payer's claims number 2 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1087	Billing status 2 is not valid	The billing status 2 is missing from the visit	Check to make sure the billing status 2 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1088	Billed amount 2 is not valid	The billed amount 2 is missing from the visit	Check to make sure the billed amount 2 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1089	Billed units 2 is not valid	The billed units 2 is missing from the visit	Check to make sure the billing units 2 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.

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VCR1090	Paid amount 2 is not valid	The paid amount 2 is missing from the visit	Check to make sure the paid amount 2 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1091	Paid units 2 is not valid	The paid units 2 is missing from the visit.	Check to make sure the paid units 2 is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1092	Invalid claim action	The invalid claim action is missing from the visit	Check to make sure the claim action is added in your EVV vendor's system. This is a required field and cannot be blank. Once corrected, you will need to re-export the visit. Please contact your EVV vendor for further assistance.
VCR1093	Invalid member medicaid id	The formatting of the Medicaid ID sent for the member does not match the payer's defined formatting	<ul style="list-style-type: none"> <li>• Contact your EVV vendor for the correct formatting (defined in the CareBridge Technical Specification for your state).</li> <li>• Ensure you have loaded the member's Medicaid ID correctly into your EVV system.</li> <li>• If you believe that what you have in your EVV system is correct, contact your payer."</li> </ul>
VCR1095	Appointment start after end	The start time for the appointment is after the end time. Appointments cannot start after they have ended	Contact your EVV vendor to ensure they are populating the ApptStartDateTime and ApptEndDateTime fields correctly.
VCR1096	Appointment EVV checkin after checkout	The start time for the visit cannot be after the end time	
VCR1097	Appointment manual checkin after checkout	The start time for the visit cannot be after the end time	
VCR2002	Provider inactive for appt	The provider has been marked as inactive by either the PHP or state during the visit date of service	If you believe that the provider was active during the visit date of service, contact your PHP.
VCR2008	Missing manual visit reason	A manual entry is associated with this visits and requires a reason why the entry was entered manually/or altered	A manual visit reason must be entered in your EVV system and sent to CareBridge. Contact your EVV vendor if you do not know how to add a reason to a visit.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR2012	Appt auth assoc missing	Member/Provider/Service Code are not a match to what CareBridge has on file from the PHP	<ul style="list-style-type: none"> <li>Review the CareBridge portal to ensure that the data you have in your EVV vendor's system reconciles with what has been provided by the PHP and make the necessary corrections in your EVV system - check Member Medicaid ID, check Provider NPI &amp; Medicaid ID, Service Code.</li> <li>Follow-up with CareBridge if you need assistance in determining how to correct this error."</li> </ul>
VCR2013	Appt member assoc missing	The member Medicaid ID does not match an authorization that was provided by the PHP to CareBridge	<ul style="list-style-type: none"> <li>Review the CareBridge portal to ensure that the data you have in your EVV system reconciles with what has been provided by the PHP and make the necessary corrections in your EVV system.</li> <li>If you believe that what you have in your EVV system is correct, contact your PHP.</li> </ul>
VCR2014	Appt auth claiming blocked	There is an issue with the data CareBridge received from the PHP for this visit	<ol style="list-style-type: none"> <li>Contact the PHP to inform them that the data Carebridge received was invalid.</li> <li>If unresolved, email <a href="mailto:evvintegrationsupport@carebridgehealth.com">evvintegrationsupport@carebridgehealth.com</a> for additional assistance.</li> </ol>
VCR2015	Reject if provider has block claiming flag set		
VCR2016	Appt member claiming blocked		
VCR2019	Claim cannot be resubmitted or modified until it the previous claim has been voided	Claim is in the process of being adjudicated	<ul style="list-style-type: none"> <li>If you need to correct a claim, you can re-submit this visit/claim once the initial claim reaches a terminal status (paid, denied, rejected).</li> <li>This error may also occur when an additional visit is attempting to roll up with an in-flight claim.</li> <li>If you do not intend to correct a claim, discontinue sending this visit with ClaimAction 'N' or 'C'.</li> </ul>
VCR2020	Visit cannot span more than two days	This visit spans more than 48 hours	Visits cannot cross more than one midnight boundary. Visit should be sent as two separate visits each crossing one midnight boundary.
VCR2021	Auth is termed	This authorization is no longer active within the CareBridge system	<ul style="list-style-type: none"> <li>Review the CareBridge portal to ensure that the data you have in your EVV system reconciles with what has been provided by the PHP and make the necessary corrections in your EVV system.</li> <li>If you believe that what you have in your EVV system is correct, contact your PHP.</li> </ul>

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR2023	Provider is not associated to the visit	The value sent by your vendor for Tax ID and (API or NPI) does not match a provider record received from the PHP	1. Please confirm your EVV vendor is sending the correct values for Tax ID and NPI (or API if applicable). 2. If the values sent by your EVV vendor are correct, please reach out to CareBridge for assistance.
VCR2024	Missing checkout data	Visit was received without checkout information	Please ensure your EVV vendor sends all completed visits with both checkin data and checkout data.
VCR2032	Vendor is not approved to send claim ICNs	This functionality is enabled for specific EVV vendors who meet the necessary criteria. Your EVV vendor is not approved to send claim ICNs	Your EVV vendor did not send this field in accordance with the CareBridge guidelines, as they had previously been doing. This might be a result of change your EVV vendor made to their system. Please schedule a meeting with your EVV vendor and CareBridge to discuss.
VCR2033	Vendor is not approved to send line level ICNs	This functionality is enabled for specific EVV vendors who meet the necessary criteria. Your EVV vendor is not approved to send line level ICNs	
VCR2034	Cannot submit both claim level and line level ICNs	This functionality is enabled for specific EVV vendors who meet the necessary criteria. Your EVV vendor is not approved to send both claim level and line level ICNs	
VCR2035	Appointment crosses midnight but only 1 ICN was provided	This functionality is enabled for specific EVV vendors who meet the necessary criteria. The visit crossed midnight but multiple ICNs were provided	
VCR2036	Appointment does not cross midnight but multiple ICNs were provided	This functionality is enabled for specific EVV vendors who meet the necessary criteria. The visit did not cross midnight but multiple ICNs were provided	
VCR2037	Appointment is attempting to rollup with other appointments that contain different ICNs	This functionality is enabled for specific EVV vendors who meet the necessary criteria. The visit is attempting to rollup with other visits that contain different ICNs	
VCR2038	Vendor is configured to send ICNs but did not send any	This functionality is enabled for specific EVV vendors who meet the necessary criteria. Your EVV vendor has the ability to send ICNs but did not send any	
VCR2043	ICNs cannot be re-used for multiple claims	This functionality is enabled for specific EVV vendors who meet the necessary criteria. Your vendor reused ICNs for multiple claims	



ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR2045	Provider npi is invalid	The value received by CareBridge from your EVV vendor does not meet the criteria to be a valid NPI	Contact your vendor to ensure that they are correctly populating the ProviderNPI field.
VCR2048	Evv checkin is in the future	EVV visits data was sent for an EVV check-in occurring in the future. This data can only be sent for visits that have already occurred	Contact your EVV vendor to ensure that they are sending valid visits and dates of service not completed visits with future dates to CareBridge.
VCR2049	Evv checkout is in the future	EVV visits data was sent for an EVV check-out occurring in the future. This data can only be sent for visits that have already occurred	
VCR2050	Manual CheckIn cannot be in the future	EVV visits data was sent for an manual check-in occurring in the future. This data can only be sent for visits that have already occurred	
VCR2051	Manual checkout is in the future	EVV visits data was sent for an manual check-out occurring in the future. This data can only be sent for visits that have already occurred	
VCR2052	Cannot claim a future visit	EVV visits data was sent for visits occurring in the future. This data can only be sent for visits that have already occurred	
VCR2053	Evv checkout without checkin	EVV visits data was sent for an EVV check-out without a check-in occurring in the future. This data can only be sent for visits that have already occurred	
VCR2056	Cannot claim a cancelled appointment	CareBridge received visit with 'N' in the ClaimAction field and 'C' in the ApptCancelled field	
VCR2057	CheckIn phone number only allowed for IVR CheckIns	If a visit is received with a CheckInMethod or CheckOut Method other than "I", the ivr phone number field should be null	Contact your EVV vendor to ensure that they only send IVR phone numbers for IVR visits.
VCR2058	CheckOut phone number only allowed for IVR CheckOuts	If a visit is received with a CheckInMethod or CheckOut Method other than "I", the ivr phone number field should be null	
VCR2060	Provider must have either NPI or API	A provider NPI or Atypical ID was not sent to CareBridge for this visit	Contact your EVV vendor to ensure that one of these two values is being sent to CareBridge.

ERROR	DESCRIPTION	DEFINITION	RESOLUTION
VCR2061	Member has incorrect modifier	The modifier sent for this member/visit is not correct based on the authorization information sent to CareBridge by the PHP	<ul style="list-style-type: none"> <li>• Members 21 and younger must have HA modifier associated to 99509 service code.</li> <li>• Members 21 and older must have HB modifier associated to 99509 service code. Contact the PHP if the authorization data in CareBridge is incorrect.</li> </ul>