

# MEMBER PORTAL USER GUIDE



## OVERVIEW

This CareBridge guide is meant to help members on a Home- and Community-Based Services (HCBS) waiver learn how to use the CareBridge Member Portal and IVR to attest to service visit details. If you have any questions, our team is here to help. Just email [wyevv@carebridgehealth.com](mailto:wyevv@carebridgehealth.com) or call 1 (855) 912-3301.

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## WHAT IS ELECTRONIC VISIT VERIFICATION (EVV)?

Electronic Visit Verification (or EVV) is a way to record the time and place that caregivers provide home- and community-based services to members. EVV uses a Mobile Application or a special phone number for caregivers to Check-In and Check-Out of visits. EVV is used to make sure that members get the services they need as described in their person-centered service plan.

All caregivers who provide paid personal care type services to members must use EVV. EVV is required by a federal law called the *21st Century Cures Act*.

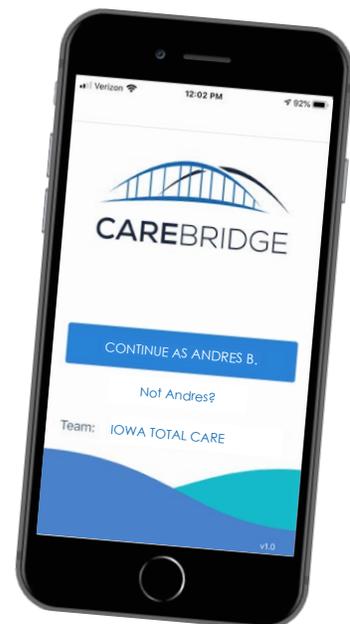
There are many benefits to EVV. One example is that it can help improve the quality of care by making it easier for caregivers to complete activities and service notes. EVV can lower the risk for error or potential fraud by recording the caregiver's location when they Check-In and Check-Out.

The *21st Century Cures Act* requires that EVV systems collect and verify the following:

1. Type of service performed.
2. Beneficiary receiving the service.
3. Caregiver providing the service.
4. Date of the service.
5. Location of the service.
6. Time the service begins.
7. Time the service ends.

## WHAT IS CAREBRIDGE?

CareBridge is a company that was started to help find ways to make sure members are getting the best service possible. CareBridge built the EVV system that your caregivers will use. EVV can be used with a smart phone, a tablet with GPS (like an iPad), or the member's approved phone. CareBridge EVV Solution records the services that members receive and then sends completed visits for billing, so caregivers can get paid. **There is no charge to members, provider organizations, or caregivers for using the CareBridge EVV Solution.**



## THE MEMBER PORTAL AND IVR

The Member Portal and IVR were created so that members can make sure the details of their caregiver's visits are correct. Making sure the details of a visit are correct is called **attesting**.

If your caregiver uses the Mobile App, at the end of every visit you will be asked to look at all the details of the visit in the app. If the details are correct, you will add your signature by signing the phone or tablet. Your signature is called an **attestation** and lets everyone know that the details of the visit are correct. If you are unable to sign, your caregiver can leave it blank and give a reason why. (If the details are not correct, let your caregiver know.)

### WHAT IS THE MEMBER PORTAL FOR? WHAT IS MEMBER IVR?

You will have to use the **Member Portal** or call the **Member IVR** at **1 (307) 275-8056** to make sure that your visit details are correct in the system for two reasons:

1. If your caregiver does not have a smart phone or other device on which they can use the Mobile App, they will need to use your Payer-approved phone to call a special phone number and Check-In and Check-Out of the visit. This system is called **Interactive Voice Response**, or **IVR**. For all visits your caregiver uses **IVR**, you will need to sign into the **Member Portal** online or call the **Member IVR** at **1 (307) 275-8056**, review the visit details, and confirm that they are correct. The caregiver and Member IVR numbers are different, so please keep your number in a convenient place.
2. If your caregiver forgets to Check-In or Check-Out at the right time, they will need to go into the Mobile App or the Provider Portal and fix the Check-In and Check-Out times after the visit is done. Any time your caregiver fixes visit details after the fact, you will need to sign into the **Member Portal**, review the visit details, and attest they are correct or call the **Member IVR** at **1 (307) 275-8056** to attest to the visit details over the phone.

### LOGGING INTO THE MEMBER PORTAL FOR THE FIRST TIME

To log in for the first time and create your CareBridge member Profile, you will need to enter your **Medicaid ID** number and **birth date**. (Your Medicaid ID number can be found on your Medicaid card.) To do this:

1. Go online to the website [wy.carebridgehealth.com](http://wy.carebridgehealth.com) and select the **Member** tab.
2. Then, click the "**New to CareBridge? Sign Up!**" link below the blue **LOGIN** button.
3. You will then be asked to enter your **Medicaid ID** number and **birth date (YYYY-MM-DD)**.
4. After that, you will create your CareBridge **Username**. You can pick any username you want, but usually your first initial and last name are easiest (no space in between).
5. The first time you log in, you will also create a **password**.

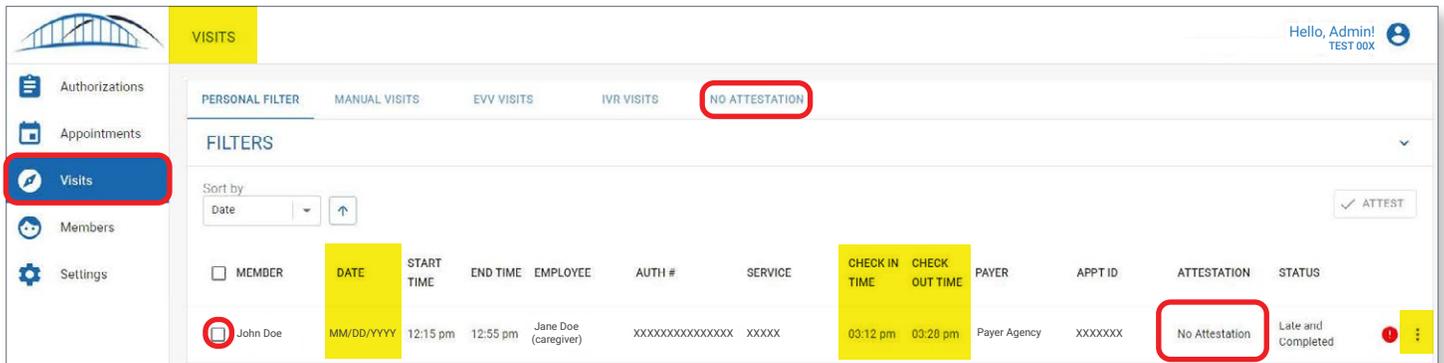
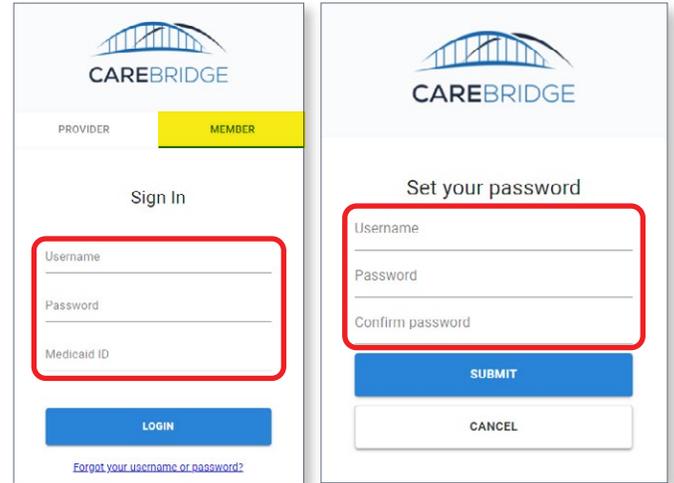
The screenshot shows the CareBridge Member Portal login interface. At the top is the CareBridge logo. Below it is a navigation bar with 'PROVIDER' and 'MEMBER' tabs. The 'MEMBER' tab is selected. The main content area is titled 'Sign In' and contains three input fields: 'Username', 'Password', and 'Medicaid ID'. Below these fields is a blue 'LOGIN' button. Underneath the button is a link that says 'Forgot your username or password?'. Below that is a red-bordered box containing a link that says 'New to CareBridge? Sign Up!'. At the bottom of the page is a warning message: 'Warning: CareBridge EVV contains U.S. Government and State of Wyoming information. By accessing and using the CareBridge EVV application, you are consenting to system monitoring for law enforcement, auditing, and other purposes. Unauthorized use of, or access to the CareBridge EVV application, may subject you to state and federal criminal prosecution and penalties, as well as civil penalties. If you agree, log in to CareBridge EVV. If you disagree, exit now by closing this window.'

You will then be asked to select the caregiver's visits to which you want to attest.

### USING THE MEMBER PORTAL

When you log in to the **Member Portal**, if you have more than one caregiver, you will first need to choose the caregiver's visits to which you want to attest. After you click on the caregiver's name, you will see the **Visits page** with all the visits they have completed.

If a visit needs your attestation (confirmation of the details of the visit), it will say **No Attestation** in the Attestation column. To view all the visits you haven't checked yet, click the, **NO ATTESTATION** tab.



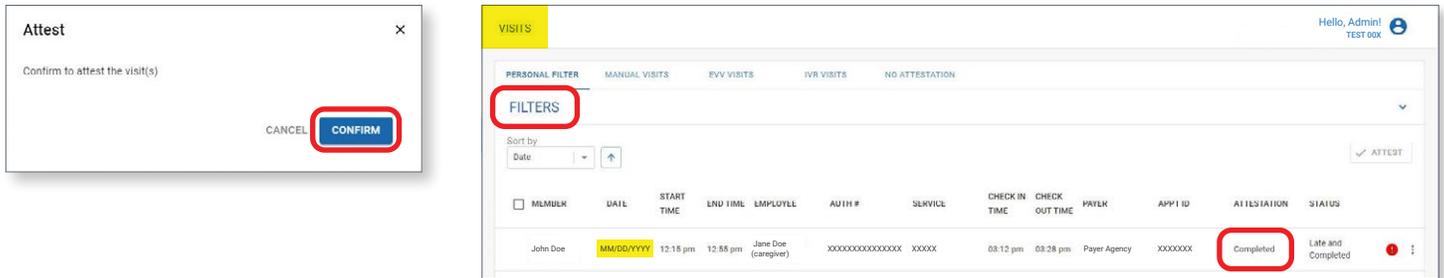
For all the visits that need your attestation, look at each line to make sure the date, check-in, and check-out times are all correct. To see more details of a visit, click the **three dots menu** on the right and select **Visit Details**. Once you have confirmed that everything is correct, return to the Visits page and click the **check-box** next to that visit.



If the details, date, or times of a visit are not correct, tell your caregiver. Your caregiver can correct the details, dates, and times. Once the visit is corrected, you will need to go back into the **Member Portal** and attest to all the visit details.

When you have checked all the visits you need to, click on the **ATTEST** button in the top right of the Visits page and then select **CONFIRM** in the Attest dialog to complete your attestation.

Once you have successfully attested to a visit, it will have an attestation status of “Completed” on the Visits page.



## AUTHORIZATIONS PAGE

The Authorizations page shows you your Authorization information such as start and end dates, authorization number, scheduled and billed utilization percentages, status, and the name of your assigned caregiver.

## APPOINTMENTS PAGE

The Appointments page shows you your appointment information. Here you can find the appointment dates, times, ID numbers, types of services being performed, and the name of your assigned caregiver.

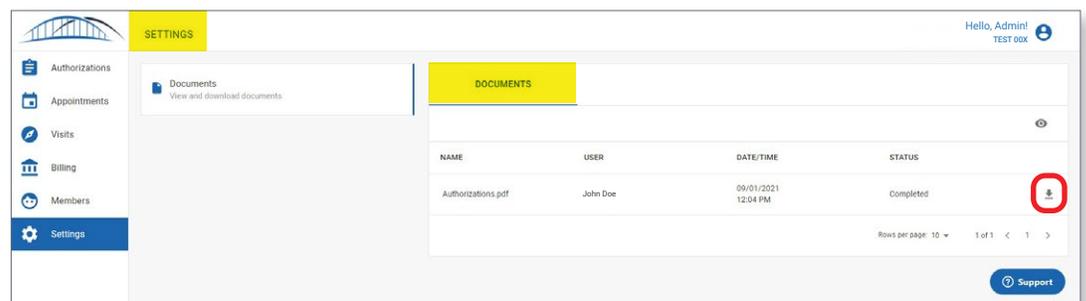
## MEMBERS PAGE

The Members page only includes information on the member that is logged into the Member Portal. Here, you can find your Member ID number, the address on file, your payer information, active authorizations, status, what offices and groups you are assigned to (if any), and information about your most recent visit.

To see even more information, you can click on the **three dots menu** and select **Member Details**. The Member Details screen will show you all your general information, a calendar view of your appointments and visits, and your (EVV) Care Plan.

## SETTINGS PAGE

The Settings page is empty unless you run a report when you are viewing information in the Member Portal. If you export any information to a file, that file will be listed in the **DOCUMENTS** sub tab on the Settings page. You can download the document there by clicking the **download arrow** on the far right of the screen.



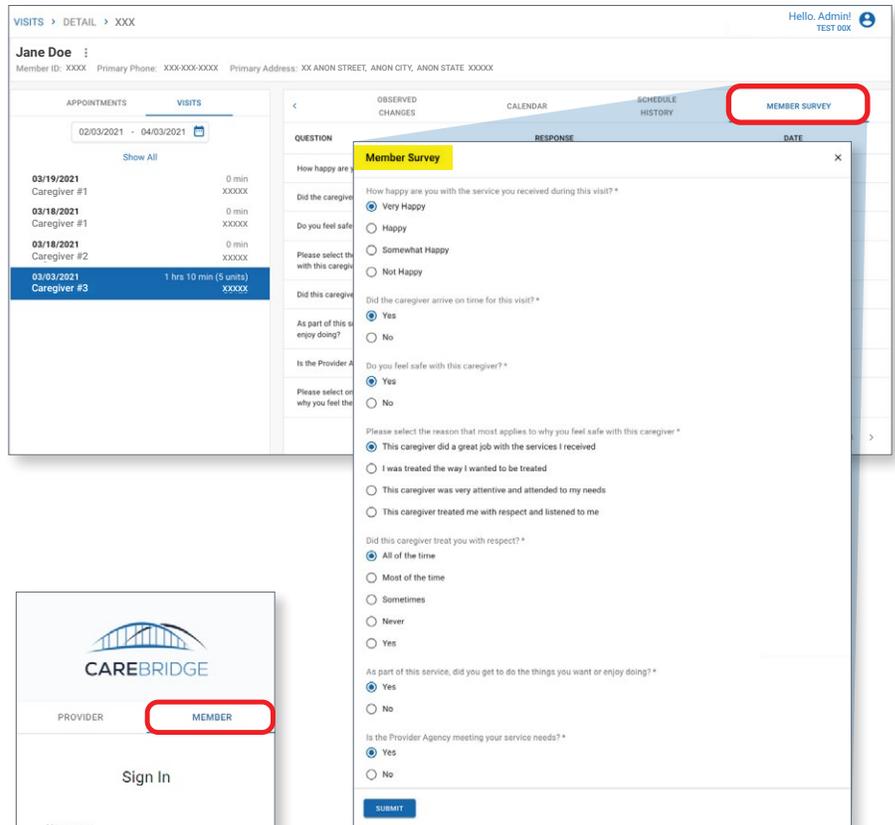
## MEMBER SUPPORT

If you have any questions or need help, email CareBridge Support Center at [wyevv@carebridgehealth.com](mailto:wyevv@carebridgehealth.com) or call **1 (855) 912-3301**

The CareBridge Support Center is open Monday through Friday from 7:00 AM to 5:00 PM Mountain Time.

## MEMBER SURVEY

Another important part of the Member Portal is the ability to complete the Member Survey. This gives you, the member, the opportunity to complete a survey to provide feedback on quality of care and whether you felt safe after a visit. Both your provider and WDH will have access to any survey results that you submit.



## WHAT IF I FORGET MY USERNAME OR PASSWORD?

If you forget your username or password, click the **Forgot Your Username or Password?** button just below the blue **LOGIN** button. On the next page, enter your **Medicaid ID** number and **date of birth** then click **Submit**.

You will then be able to reset your password.

