

SETTING UP YOUR OFFICE



PROVIDER PORTAL ACCESS PROCESS IN 8 EASY STEPS:

1. CareBridge creates Agency Admin (Super User) profile in EVV system
2. Agency Admin's username, Provider ID and login link is sent via automated email from arevv@carebridge.com
3. Agency Admin adds additional employees
4. Agency Admin shares Provider ID and username setup instructions with newly added employees
5. Employees go to <https://ar.carebridgehealth.com>
6. Employees use the **Sign Up!** link to login for the first time
7. Temporary passcodes are sent to employees via text or email on file
8. Employees enter the passcodes and create their new passwords

CAREBRIDGE PROVIDER PORTAL

The CareBridge Provider Portal is a web-based workflow tool that enables Provider office employees to view authorizations and claims, schedule and manage appointments, bill for completed visits, and view dashboards to ensure operational excellence.

CREATE EMPLOYEES

The Employees page is a table of all employees that are in the EVV Portal (see Fig. 1). It allows Administrators to view, modify, and create new employee records. Users can create employees either through bulk upload or individually. To create in bulk, click the **IMPORT** button at the bottom left of the Employees page, download the Excel template, fill it out, then upload it by clicking the **IMPORT** button again. *Note* that if the information you enter in the spreadsheet template is inaccurate, you will have to update the profiles in the system and cannot simply re-import.

Figure 1. Employees page

EMPLOYEE	USERNAME	EMAIL	PHONE	ROLE	STATUS	OFFICE(S)	GROUP(S)	LAST LOGIN
<input type="checkbox"/> Test1 1	test1	test1@carebridge...	615-000-0000	Admin	Inactive	Toledo, Waverly		07/07/2020, 01:36 PM
<input type="checkbox"/> Test10 10	test10	test10@carebridge...		Admin	Active	West Office	Allergic to Dogs	
<input type="checkbox"/> Test11 11	test11	test11@carebridge...	615-000-0000	Admin	Inactive	Trenton Office	Available Late Evenings	07/28/2020, 10:58 AM
<input type="checkbox"/> Test12 12	test12	test12@carebridge...	615-000-0000	Admin	Inactive	Trenton Office	Available Late Evenings	07/01/2020, 08:58 AM

To create a new employee individually, select the **+ CREATE EMPLOYEE** option in the top right-hand corner of the Employees page. When creating an individual employee profile, you will need

to have the employee's information available before you start. This includes their phone number and email address. In addition to demographic information, the following fields are critical in setting up the new employee's profile both individually and in bulk uploads:

- **Username:** This is a required field. We recommend the Username is their first initial and last name with no spaces. If there are multiple employees with the same combination, we recommend adding sequential numbers to the end, for example, 01, 02, 03, etc. The Provider Agency must communicate the username and Provider ID to the new employee in order for them to sign up for the Provider Portal or Mobile Application, depending on the role of the employee, ex. - Office Staff vs Caregiver.
- **Email:** This email address is used for general communications and to receive a pass code that

allows users to create their own password when they login for the first time.

- **Mobile Phone Number:** For the user to receive multi-factor authentication codes used to sign into their mobile phone, this field will need to be completed. (This phone number will also be used to receive a pass code that allows users to create their password when they login for the first time.)
- **Worker Rate:** Worker Rate is used to accurately calculate Caregiver payroll reports.
- **Interactive Voice Response (IVR) PIN:** IVR is generally a backup option for Caregivers without smart devices. (If a user needs IVR access, a PIN will need to be created by the Agency Admin.)

LET'S GET STARTED

Once the Portal Administrator has populated the Provider Portal, Employees may begin logging in.

LOGIN

1. Navigate to:
<https://ar.carebridgehealth.com/>
2. New employees can use the **Sign Up!** link to create a password and access the Provider Portal (Fig. 2).

Figure 3. Enter Employee Information

Figure 2. Login as a New Employee

ENTER EMPLOYEE INFORMATION

Enter the Username and Provider ID for the new employee (Fig. 3) and select **SUBMIT**. This step will generate the new employee's pass code and the portal will automatically send it to them via text or email.

Figure 4. Enter Passcode and Create Password

Set your password

Password requires a minimum 8 characters
Password requires 1 lowercase letter
Password requires 1 uppercase letter
Password requires 1 number

Verify your 6-digit passcode

New password

Confirm password

SUBMIT

CANCEL

THE NEW EMPLOYEE CAN THEN ENTER THE PORTAL PASS CODE AND CREATE THEIR NEW PASSWORD

The new employee can then create a password that is at least 8-digits with a capital letter and a number. Confirm the password and **SUBMIT** (Fig. 4).

If the employee does not receive a pass code via text or email, it can be generated in the portal by a Provider Agency Admin employee.

THE NEW EMPLOYEE CAN NOW LOGIN TO THE PROVIDER PORTAL AS NEW USER

The new office employee can then type in their username, password, and Provider ID and select **LOGIN** (Fig. 5).

Figure 5. Login as New User

PROVIDER **MEMBER**

Sign In

Username

Password

Provider ID

LOGIN

[Forgot your password?](#)

New to CareBridge?
[Sign Up!](#)

Please Note: Caregivers - For information about logging-in to the CareBridge Mobile Application, please see the *Mobile Application Download and Login* document in the [CareBridge Resource Library](#).

MODIFY EMPLOYEE INFORMATION

To modify the details of an employee, search for the employee using the employee Filters (Fig. 6) and select **Employee Details** (Fig. 7) to access their profile.

Figure 6. Employee FILTERS

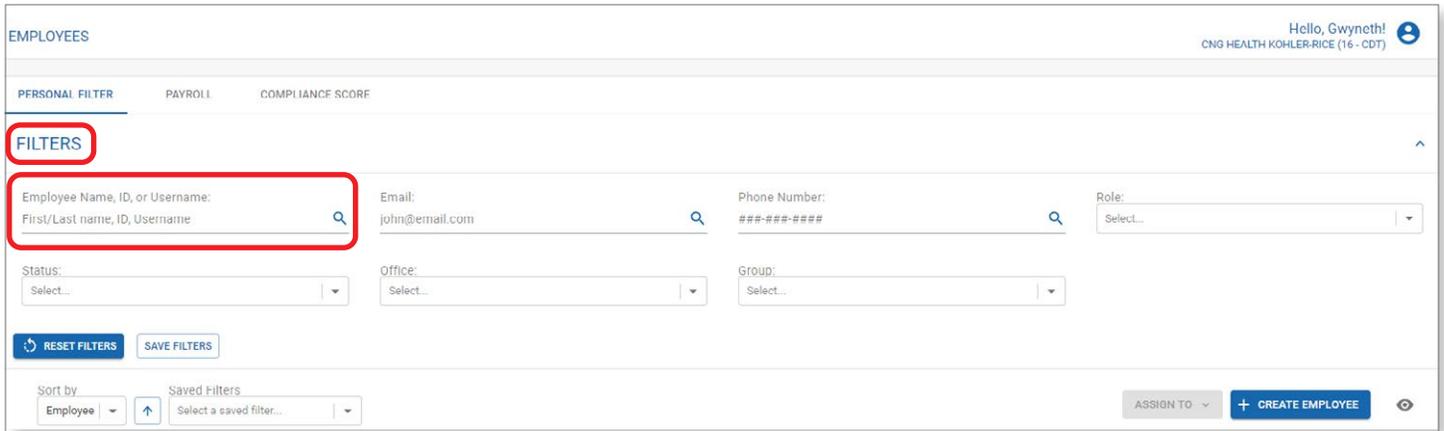


Figure 7. Employee Details

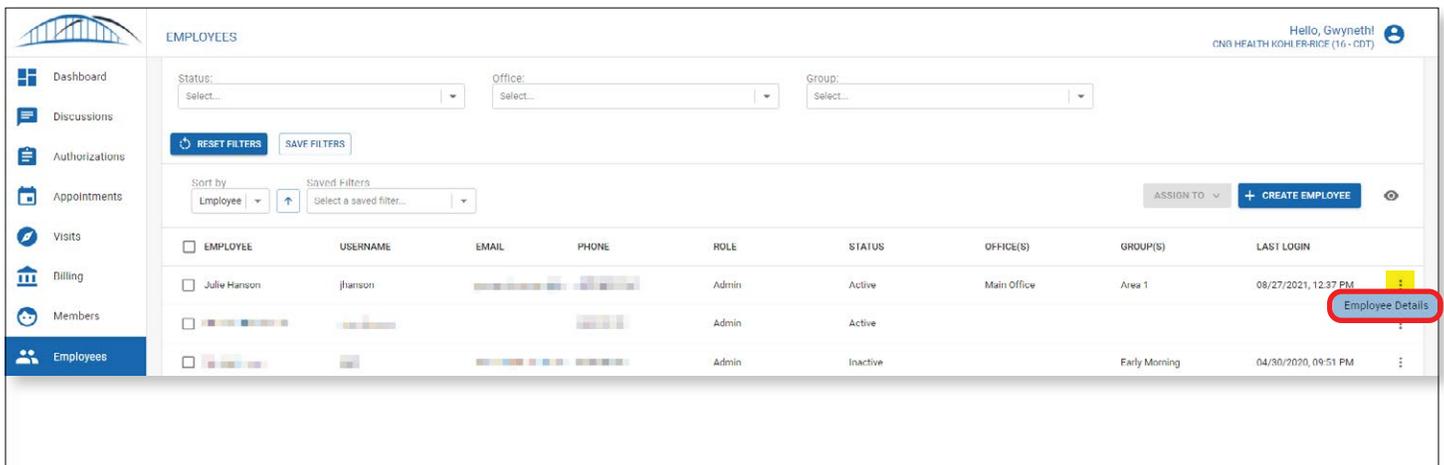


Figure 8. Modify Employee Details

MODIFY EMPLOYEE DETAILS

To modify employee details, select the **pencil icon** next to the Employee name (Fig. 8). The employee details fields will become editable. Select the **SAVE** button at the bottom of the employee details area to save your changes.

