



ROLE DEFINITIONS

The following is a list of roles that have been referred to within the Provider Portal Training Manual.

Office Administrator (Admin) – Provider Agency Employee with Administrator permissions in the EVV system.

Provider Agency Employee – Provider Agency office staff who will be using the EVV system for some type of operational function (i.e., managing authorizations, scheduling appointments, assigning caregivers to members, billing, etc.)

Caregiver – The employee who works in the member's home providing authorized services.

Employee – Anyone who works for the Provider Agency.

Healthy Blue – The member's Prepaid Health Plan (PHP). Provider agencies are contracted with Healthy Blue to provide services to members.

Member – The person the Agency supports who is enrolled in the LTSS program receiving services in their home.

Payer – The Prepaid Health Plan (PHP), Healthy Blue, that reimburses the provider agency for services rendered.

User – Anyone at CareBridge, Payer/Healthy Blue or the Provider Agency who logs into the EVV system, via web portal or mobile app, to review data or do work.