

INDIVIDUAL CDAC MEMBER AND CAREGIVER ELECTRONIC VISIT VERIFICATION FAQs



WHAT IS ELECTRONIC VISIT VERIFICATION?

Electronic visit verification (EVV) is a way to record the time and place when Caregivers/Direct Service Workers are providing home and community-based services to members. EVV uses technology for the Caregivers to Check-In and Check-Out. This method is used to confirm that Members are getting the services they need per their person-centered service plan.

WHO IS INVOLVED WITH EVV?

All Providers and Caregivers who provide personal care type services to Members must use EVV. EVV is required by a federal law called the *21st Century Cures Act*.

WHAT ARE THE BENEFITS OF AN EVV SYSTEM?

There are many benefits of an EVV system. One example is it can help improve the quality and delivery of care by making it easier to complete and see Caregiver 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. It also helps the Caregiver by automatically billing for completed services and getting paid faster.

WHEN DO CAREGIVERS NEED TO START USING EVV?

All Caregivers must start using EVV no later than January 1, 2021. We encourage Caregivers to start using EVV before January, so they have time to get used to this change.

WHAT IS CAREBRIDGE*?

CareBridge is a company that was started to help find ways to make sure Members are getting the best services possible. CareBridge built the EVV system Caregivers will use. EVV can be used with a mobile phone, GPS-enabled tablet, or Member's home phone. Our technology records services received and then submits completed visits for billing so Caregivers can get paid.

WHAT INFORMATION MUST BE SAVED AND CONFIRMED WITH EVV?

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

1. Type of service performed
2. Member receiving the service
3. Caregiver providing the service
4. Date of service
5. Location of service
6. Start time of the service (Check-In)
7. End time of the service (Check-Out)

HOW MUCH WILL THE EVV PLATFORM COST?

There is no charge to Members or Caregivers for using the CareBridge EVV platform.

DO CAREGIVERS HAVE TO USE EVV?

Yes. EVV is required for Caregivers that provide any type of Attendant Care services, including CDAC.

HOW WILL CAREGIVERS GET TRAINING?

CareBridge will train Members and Caregivers. There will be several training sessions offered on different days of the week at different times of the day so you can fit it into your schedule. We encourage Members and Caregivers to take the training together because everyone needs to know how EVV works. There are also Guides and videos to help people learn how to use EVV.

HOW WILL THE CAREGIVER GET AND USE THE EVV?

Caregivers will be trained on how to download and use the EVV Mobile Application. The app is free to download and can be used on all smart devices like mobile phones and tablets. Caregivers who do not have a smart device can use the Interactive Voice Response (IVR) option using the Member's home phone.

DOES THE CAREGIVER HAVE TO USE THE MEMBER'S HOME PHONE FOR IVR?

Yes. If the Caregiver doesn't have a smartphone or tablet, the *21st Century Cures Act* says they have to use a phone number listed in the EVV for IVR. The best option for this is the Member's home phone to confirm the Caregiver is in the Member's home when checking into and out of the visit.

DOES THE MOBILE APPLICATION USE A LOT OF DATA?

The mobile application does not require much data usage. The only time CareBridge accesses data is during the Check-In and Check-Out process, which is minimal.

DOES THE MOBILE APPLICATION TRACK USERS?

No. The mobile application is not a tracking device and does not track a Caregiver's movement. EVV is only recording the place and time Caregivers start and end a visit. This is required in the *Cures Act*. This is not a new rule, Caregivers have to report the place and time of visits now, EVV just changes how they report it.

WHAT IF A CAREGIVER FORGETS TO CHECK-IN OR CHECK-OUT?

If a Caregiver forgets to Check-In or Check-Out of a visit, they will be able to fix it in the Mobile Application by completing a Manual Entry to record the visit. If a Caregiver uses IVR, they will have to access the CareBridge EVV portal to create a manual entry or correct a missed Check-In or Check-Out. Please see the ICDAC IVR Check-In and Check-Out Guide for instructions.

Manual Entries are not a compliant way to Check-In or Check-Out, so Caregivers need to remember to use the mobile app or IVR when they start and end a service.

CAN MEMBERS KEEP THEIR CURRENT CAREGIVER?

Yes, Members can keep their current Caregiver if that Caregiver is compliant and uses the CareBridge EVV for recording their service visits.

WHAT IF THERE IS NO CELLULAR/WIFI COVERAGE AT THE MEMBER'S HOME?

Normally, cellular/WiFi coverage is not a problem because the CareBridge EVV is built to work even in areas of light cellular coverage. In cases when there is no cellular/WiFi coverage at a Member's home, CareBridge's mobile application can save the Check-Ins and Check-Outs completed in the mobile app and send them to CareBridge when the Caregiver is in a coverage area again. Be sure to keep the mobile app open so the visit times will be sent to CareBridge when connection is regained.

HOW WILL EVV CHANGE A CAREGIVER'S DAILY WORK?

The daily work in assisting the Member will not change. Caregivers will be using the system to Check-In and Check-Out of visits and record information on observed changes and care plan activities completed during the visit. EVV puts everything a Caregiver has to do in one place. EVV will also automatically bill completed visits for the Caregiver.

WILL CAREGIVERS STILL HAVE TO COMPLETE THE TIMESHEETS TO VERIFY SERVICES FOR MEMBERS WERE COMPLETED AT EACH VISIT?

EVV will completely replace the paper timesheets Caregivers use today. Caregivers will also be able to document the care plan activities you completed during the visit right in the mobile app or through the IVR. This may not happen on January 1, 2021 and until it does, Caregivers will have to write care plan activities as you do today until the IME changes the rule.

DO CAREGIVERS HAVE TO COLLECT ELECTRONIC SIGNATURES FROM THE MEMBER AFTER EVERY VISIT? WHAT IF A MEMBER CAN'T SIGN?

The Member's signature is required at the end of a visit. Members can sign in the mobile application after each completed visit if they can. If a Member can't sign, the Caregiver will pick the reason why the Member can't sign and check out of the visit.

DOES USING EVV ADD TIME TO EACH APPOINTMENT?

The Check-In and Check-Out for each appointment should only take a few seconds and should not impact visit time with the Member. As Caregivers get used to using the EVV, it will go faster.

WHAT HAPPENS IF THE CAREGIVER NEEDS TO START THE VISIT PRIOR TO ARRIVING AT THE MEMBER'S HOME?

The start and end times of the visit will not change. If the service allows errands listed on the care plan activities, Caregivers can complete that task for the Member before they arrive at the Member's home. Using the mobile application, Caregivers can start the visit when they start the errand by checking in on the mobile application.

WHAT IF A CAREGIVER WORKS FOR MORE THAN ONE MEMBER?

Caregivers can work for more than one Member. You will be able to select the member you are working for at each visit. The EVV system will be able to keep them separate. If one Caregiver is supporting two Members at the same time, the Caregiver will need to Check-In to both visits.

CAN DIFFERENT CAREGIVERS USE THE SAME DEVICE TO RECORD EVV?

Each Caregiver will have their own log in name and passcodes so that one device can be used by more than one Caregiver. No Member information is stored on a device.

WHAT IF A MEMBER MOVES TO A NEW OR TEMPORARY LOCATION?

Members or Caregivers can let the MCO know so the new address can be added to EVV, but that will not change the Member's address with the Iowa Medicaid Enterprise (IME). Members should contact the IME to tell them their new address.

WHAT IF WE NEED A LANGUAGE BESIDES ENGLISH?

The mobile application is available in several languages. The IVR system has English and Spanish call prompts.

HOW DO CAREGIVERS LET THE MCO KNOW A MEMBER HAS BEEN ADMITTED TO THE HOSPITAL OR NURSING HOME?

THIS PROCESS WILL NOT CHANGE. CAREGIVERS WILL CONTINUE TO LET THE MCO KNOW WHEN A MEMBER IS IN THE HOSPITAL OR NURSING HOME JUST AS YOU DO TODAY.

STILL NEED HELP?

If this guide does not answer your questions, please contact the CareBridge Support Center at (844) 343-3653, or you can email us at iaevv@carebridge.com.

The CareBridge Support is available Monday – Friday from 7AM to 5PM Central Standard Time.