

<Provider Name>
<Address Line 1>
<Address Line 2>
<City>, <State> <ZIP>

November 9, 2020

Dear <CDAC Caregiver/First Name/Last Name>,

We want to help! Our records indicate you have not checked in and out using the EVV system. The system is ready for you to use, and you can start using it today to check in and out of EVV. As a reminder, you must use EVV by January 1, 2021 in order to get paid.

How to Use EVV?

Follow the 3 easy steps below to get started using EVV.

3 steps to use EVV

FOR INDIVIDUAL CDAC CAREGIVERS

Electronic Visit Verification (EVV) is a way of collecting information like check-in and check-out times on services provided to Medicaid members in their home and community. EVV uses technology including smart devices and landline phones. EVV is required by a law called the 21st Century Cures Act. You can start using EVV to record visits using EVV on September 8, 2020. You must use EVV to record visits no later than January 1, 2021.



1. Learn what you need to do



Use EVV to check-in and check-out, create visits, document any observed changes in the Member, complete care plan activities, and check for billing issues. Claims are automatically submitted weekly.

2. Pick a start date & attend training



Members and caregivers should agree on when to start using EVV. Your caregiver can start as early as Sept. 8. Member training will begin Oct. 1 and is free. There are several sessions on different days and times but there is one every Wednesday at 10am during the weeks of training is offered.

Sign up for training at:

<https://www.carebridgehealth.com/trainingiaevv>

3. Use EVV to approve service delivery



We want to make sure you are ready to approve your caregivers' time and use the member portal. Get started after training so you will be ready!

SERVICES NEEDED

Ensures members gets the quality services needed

FASTER PAYMENTS

Claims automatically submitted weekly

LESS PAPERWORK

Eliminates paper timesheets and claims

PREVENT FRAUD

Built-in accountability for time and services delivered



What is EVV?

EVV is a way of collecting information like clock-in and clock-out times on services you provide to Medicaid members in their home and community. EVV uses technology including smart devices. EVV is required by a law called the 21st Century Cures Act and you are highly encouraged to start recording visits using EVV today. Using EVV will allow you to submit completed visits and generate billing. While the use of EVV is required, you have the option of using CareBridge’s free system or you can use another Cures Act compliant EVV vendor that you pick.

Who is CareBridge?

CareBridge is a company that builds solutions to help people who receive services in their home and community. One of the CareBridge solutions is an EVV system that is Cures Act compliant. The CareBridge EVV can be used on a smart phone, GPS enabled tablet, member’s home phone, or mobile phone and will record service times and locations. CareBridge’s EVV may replace the current paper documentation and claims submission process by putting it all in one place for you in the EVV system. This will help make things easier for you and get payments to you faster.

Have Questions?

For more information or if you have questions, contact us here:

Amerigroup	Visit https://providers.amerigroup.com/IA_ or call 1-800-454-3730
Iowa Total Care	Visit https://www.iowatotalcare.com/providers.html or call 1-833-404-1061
CareBridge	Email iaevv@carebridgehealth.com or call 1-844-343-3653

Sincerely,
Dawn Gesell, LTSS Manager
Amerigroup and Iowa Total Care