



1080 Jordan Creek Parkway  
 Suite 100 South  
 West Des Moines, IA 50266

<Date>

<Member Name>

<Member Address>

<City>, <State> <ZIP>

Dear <Member First Name>,

You are receiving this letter because you get Medicaid services in your home. There is a change we want to tell you about. There is a new federal law called the 21<sup>st</sup> Century Cures Act. This new law says all States must use Electronic Visit Verification to make sure you are getting your approved services.

**What is Electronic Visit Verification?**

Electronic Visit Verification, or EVV, is a way of capturing when and where people get their home and community-based services. Your caregiver must use EVV to check in and out at the start and end of their shift. EVV check in and check out can be done by phone, mobile app, GPS enabled tablet, or web portal.

Starting this year, EVV use is required for all Iowa Medicaid members getting attendant care services.

**Why is EVV being required?**

The Centers for Medicare & Medicaid Services (CMS) is requiring EVV to help reduce fraud and abuse in care services. EVV use will help make sure you get the services you need when you need them. It will make sure your caregiver gets paid correctly for the work they do, too. The EVV system will report the:

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Type of service</li> <li>• Person receiving the service (you)</li> <li>• Caregiver providing the service</li> </ul> |  | <ul style="list-style-type: none"> <li>• Date of the service</li> <li>• Place of service (your home or community)</li> <li>• Times the service starts and ends</li> </ul> |
|--|--|---|

**Will training be provided?**

Yes! CareBridge has training designed for caregivers and their members. We will host virtual trainings, provide on-demand training videos, provide reference materials, give you access to a training site, and provide on-going support. And all training, documents, and resources will be available in the CareBridge Resource Library for you to access at any time.



## What does this mean for you?

You want to make sure your caregiver uses EVV to record service visits. Amerigroup Iowa and Iowa Total Care are working with CareBridge to provide EVV services. Starting on January 1, 2021, your caregiver will have to use EVV to check in and out when they work for you.

Follow the 3 easy steps below to get started:

# 3 steps to use EVV

## FOR CCO MEMBERS

Electronic Visit Verification (EVV) is a way of recording check in and check out times and visit information on services you receive in your home or community. EVV uses technology like smart devices and landline phones. EVV is required by a law called the 21st Century Cures Act. Your caregiver can start using EVV as early as October 1, 2020. If your caregiver does not use the mobile application, you will have to start using the EVV Member Portal to confirm all service visits.



## 1. Learn what you need to do



When your member does not use the mobile application or needs to make a manual entry for a visit, you will use the EVV Member Portal to make sure all service dates and times are correct.

## 2. Pick a start date & attend training



Members and caregivers should agree on when to start using EVV. You and your caregiver can start as early as Oct. 1.

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

## Have Questions?

For more information, contact us here:

Amerigroup	Visit <a href="https://provider.amerigroup.com/IA">https://provider.amerigroup.com/IA</a> or call 1-800-454-3730 8am-5pm
Iowa Total Care	Visit <a href="https://www.iowatotalcare.com/providers.html">https://www.iowatotalcare.com/providers.html</a> or call 1-833-404-1061 7:30-6:00pm
CareBridge	Email <a href="mailto:iaevv@carebridgehealth.com">iaevv@carebridgehealth.com</a> or call 1-844-343-3653 7am-5pm
Veridian Fiscal Solutions	Email <a href="mailto:ccoiaowa@veridiancu.org">ccoiaowa@veridiancu.org</a> or call 866-CCO-IOWA (866-226-4692) 8:00 a.m. -5:00 p.m.



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

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