



**Dear Provider,**

We are excited to let you know that Veridian Fiscal Solutions is working with CareBridge\* for Electronic Visit Verification (EVV) in Iowa starting on January 1, 2021.

**What is EVV?**

Electronic Visit Verification (EVV) is a way of recording information like check-in and check-out times on services you provide to Medicaid members in their home and community. EVV uses technology like smart devices and landline phones. EVV is required by a law called the 21<sup>st</sup> Century Cures Act and Managed Care Organizations in Iowa will require you to record visits using the EVV starting January 1, 2020. Using EVV will allow you to submit completed visits.

**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 or member's landline phone and will record the service times, place and care plan activities. CareBridge's EVV will replace the current paper service notes and claims process for all required EVV service codes by putting it all in one place for you in the EVV system. This will help make things easier for you.

**How much will EVV cost?**

Great news! The CareBridge EVV system is free for you to use.

**Will training be provided?**

Yes! CareBridge has training designed for caregivers that will be offered several times so you can pick which time works best for you to attend. We will host webinars, provide resource 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.

**Why should I attend the training?**

We are excited to partner with you and want you to be comfortable using EVV. CareBridge's training and resources are designed to make sure you are successful using the CareBridge Mobile Application and Interactive Voice Response (IVR). The training will show you how to check-in and check-out, create ad-hoc visits, record any observed changes in the Member and complete care plan activities. Veridian Fiscal Solutions will send you and the member(s) you support details about the trainings. You and the member(s) you support will get the same training and can even attend the same session together if you want.

**What's Next?**

Talk with the members you work with about the upcoming change to EVV. If possible, you and your member can join the live webinar together to learn about EVV requirements. The training sessions will be held the first 2 weeks of November. You will receive an invitation to register for a training session or check the website <http://carebridgehealth.com/trainingiaevv>. While there will be plenty of sessions offered, to guarantee a spot at your preferred time you should sign up early.

\* CareBridge is an independent company providing Electronic Visit Verification (EVV) services on behalf of MCOs in Iowa.

**Have Questions?**

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

Veridian Fiscal Solutions	Visit: <a href="https://www.veridianfiscalsolutions.org/cco/">https://www.veridianfiscalsolutions.org/cco/</a> or 866-CCO-IOWA (866-226-4692)
CareBridge	Email: <a href="mailto:iaevv@carebridgehealth.com">iaevv@carebridgehealth.com</a> or call (844) 343-3653

We look forward to partnering with you and CareBridge!

Sincerely,  
Veridian Fiscal Solutions