

NOTIFICATION: ANNOUNCEMENT OF CHANGES AND TRAINING OPTIONS

Attention Providers,

This notification is to announce an important upcoming change for Providers required to use Electronic Visit Verification (EVV) for Home Health Services (HHS) being billed on an institutional claim (837i) which is set to be implemented **October 1, 2024**.

At the direction of Iowa Medicaid, and in collaboration with Iowa Total Care, Molina Healthcare of Iowa, and Wellpoint Iowa, CareBridge is making enhancements to the claiming process for all providers, regardless of EVV vendor.

Changes to Home Health Services 837i Claim Elements

To achieve our objectives and respond to feedback from providers, Iowa Medicaid, Iowa Total Care, Molina Healthcare of Iowa, and Wellpoint Iowa have aligned with CareBridge on changes that will allow providers the flexibility to set static or dynamic values for the following data fields, which were previously pre-populated or not included on claims bill through CareBridge:

- **Attending Provider**
- **Referring Provider**
- **Facility Type Code**
- **Claim Frequency Code for Initial Claims**
- **Patient Status Code**
- **Admission Date/Patient Certification**
- **Condition Codes**
- **Value Code**

Communication and Training Channels

To ensure providers are well-prepared for these updates, Iowa Medicaid, Iowa Total Care, Molina Healthcare of Iowa, Wellpoint Iowa, and CareBridge will use various communication and training channels. Additional details are included below.

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Communication Channels:

- **Iowa Medicaid Notifications:** Formal announcements and detailed instructions
- **MCO Direct Provider Outreach:** Reminders, letters, and direct communication
- **MCO System Configuration Update Pages:** Information related to the impending changes
- **CareBridge EVV Training & Resource Site:** Documentation, FAQs, support materials, and interactive tutorials
- **MCO & CareBridge Direct Outreach:** Personalized outreach and working sessions.
- **CareBridge Support Center & Provider Success Teams:** Direct assistance and troubleshooting

Training Channels:

- **Iowa Medicaid and MCO Stakeholder Sessions:** Informational meetings where CareBridge will present an overview of the upcoming changes and next steps for providers
- **Interactive CareBridge EVV Training and Resource Site:** Centralized training materials and support resources
- **Step-by-Step Video Tutorials:** Visual and practical instructions for the changes
- **Comprehensive User Guides and Manuals:** Thorough reference materials for providers
- **FAQs and Knowledge Base Articles:** Quick answers and solutions to common questions
- **Recorded Training Videos:** Access key information on your own timeline

What's Next?

All impacted Home Health provider agencies should begin preparing for these changes by utilizing the available training and resources. Third-party EVV users should also notify and begin working with their EVV vendor to begin the necessary development work.

Additional support materials to help providers ensure that claim selections are set up in the CareBridge EVV Provider portal no later than **October 1, 2024**, are linked below:

[Resource Library Home Page](#): The landing page for the CareBridge Resource Library – here providers have access to the information and resources available for CareBridge and Third-Party EVV users.

[CareBridge EVV Iowa State Page](#): The CareBridge EVV Iowa state page houses training documents and videos for multiple user categories including Agency Caregivers, CCO Caregivers, ICDAC Caregivers, Provider Agencies, Payer Agencies, and Members.

[Provider Training Registration](#): Direct location for on demand training for Provider Agencies.