

CareBridge and Electronic Visit Verification (EVV)

This information is being sent at the request of TennCare.

CareBridge is excited to be partnering with Amerigroup Tennessee & UnitedHealthcare Community Plan of Tennessee to implement Electronic Visit Verification (EVV) beginning on November 14, 2022. CareBridge is currently working closely with Amerigroup Tennessee & UnitedHealthcare Community Plan of Tennessee to create the EVV solution that will work best for you.

What is EVV?

Electronic Visit Verification (EVV) uses technology to electronically record when caregivers begin and end providing home health services to Medicaid participants. The EVV solution works on a device such as a smart phone, GPS-enabled tablet, or landline to record the caregivers' start and end times. The requirements for a compliant EVV system are outlined in the *21st Century Cures Act*, a federal law that requires all states to implement EVV.

We encourage you to begin using EVV as soon as it's available on November 14, 2022 to allow time to prepare for this change. Being comfortable with EVV will be important so you don't experience a disruption in claims reimbursement and to ensure you are fully operational by the deadline.

Amerigroup Tennessee & UnitedHealthcare Community Plan of Tennessee will require providers to utilize EVV to document visits for services listed below no later than January 1, 2023. In addition, claims must be generated through the CareBridge EVV solution or they will be denied, causing payment delays. Any claims submitted outside of the CareBridge EVV solution as of January 1, 2023 will result in denial of your claim(s).

EVV is required for the following service types:

- T1000 – Private Duty Nursing
- S9123 – Hourly Home Health Nurse
- S9124 – Hourly Home Health Nurse
- S9122 – Hourly Home Health Aide



An added benefit for your organization is the ability to schedule participant appointments in EVV. Scheduling can benefit your business by helping you keep track of caregivers and ensure members are receiving the services they need at the time they need them.

What's Next?

EVV will go live in November. In advance, CareBridge will be hosting several informational meetings to provide details and answer your questions. CareBridge will be hosting virtual training sessions that you can attend, or you can view the recorded training videos and other material from our online resource library. The training schedule and online library can be accessed 24/7 at the following link: <http://resources.carebridgehealth.com/evv>

CareBridge EVV Users Have Questions?

For additional information or to learn more, contact us by email or phone:

Email: tnew@carebridgehealth.com

Phone: (615) 985-6156

For Third-Party EVV Users

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