



[Date]

[Provider name]

[Provider address]

[Provider address 2]

[City, State ZIP code]

Subject: EVV software platform

Dear [Provider First Name/Last Name]:

We are excited to share with you that Amerigroup Iowa, Inc. has partnered with CareBridge* to leverage its software platform for our electronic visit verification (EVV) solution in Iowa beginning on July 1, 2020 and applicable to the following service types:

- S5125 Attendant Care Services, per 15 minutes
- S5130 Homemaker NOS, per 15 minutes
- S5131 Homemaker NOS, per diem
- T1019 Personal Care Services, per 15 minutes

What is EVV?

EVV uses technology to electronically record when attendants begin and end providing services to Medicaid members. These systems require a device like a mobile phone, tablet or landline to collect attendant's start and end times. The requirements for a compliant EVV system are outlined within the *21st Century Cures Act*, which was signed into law by Congress in 2016.

Amerigroup will require providers to use the CareBridge portal beginning on January 1, 2021 to submit confirmed visits and generate claims. We encourage you to begin using EVV before the deadline to allow time to prepare for this change, and to ensure you do not experience a disruption in claims reimbursement and are fully operational by the deadline.

What's next?

We ask that you please complete the CareBridge registration survey found at [**registration link**] by [DATE] so CareBridge can contact you with further details, including informational events and training.

How can I learn more?

We are offering various events and information sessions to help prepare you for EVV. Please register using the link above, and we will communicate to you about those information sessions and training events via the contact information provided in the registration survey.

* CareBridge is an independent company providing electronic visit verification services on behalf of Amerigroup Iowa, Inc.

Have questions?

For additional information or to learn more, contact us at:

- Amerigroup:
 - Website: <https://providers.amerigroup.com/IA>
 - Phone: [phone]
- CareBridge:
 - Email: training@carebridgehealthcare.com
 - Phone: 844-343-3653

We look forward to our joint partnership with you and CareBridge.

Sincerely,

[Name of Provider Relations team lead]
Amerigroup Iowa, Inc.