AMERIGROUP COMMUNITY CARE IN NEW JERSEY PROVIDER FORUM Q&A

1. Do we have to integrate with CareBridge* if we support Amerigroup Community Care Members and use a third-party EVV Vendor (EVV other than CareBridge or HHA)? Yes. In order to bill for Amerigroup Members, your third-party EVV vendor needs to integrate with CareBridge.

2. Does CareBridge require that schedules be sent before the visits are sent, or can the provider just send confirmed visits? Providers do need to send schedules for visits. Providers may choose to send schedules in advance or send schedules alongside completed visits.

3. We are signed up with HHAX with Horizon and UHC and we have a few clients with Amerigroup. Do we need to integrate with CareBridge? If your agency uses HHAX and supports Amerigroup members, HHAX will send your EVV data directly to CareBridge through integration.

4. My third-party EVV vendor is in the process of building an interface with CareBridge. If this is not completed prior to July 1, how do we proceed? Providers have the option to use the CareBridge EVV solution temporarily, at no cost, while their chosen EVV vendor completes integration activities.

5. Does a provider using a third-party EVV vendor need to do anything on the CareBridge portal to bill, or will the 837 be automatically created for Amerigroup? CareBridge integrates directly with third-party EVV vendors. When the third-party EVV vendor sends visit information to CareBridge on behalf of the provider, that information can include a "claim action" code. If the visit information includes the "claim action" code requesting that CareBridge submit a claim, it will happen automatically. CareBridge claims to Amerigroup on a nightly basis. There is no action that a provider using a third-party EVV vendor needs to take within the CareBridge system.

6. Were specifications given to third-party EVV vendors on how to submit corrected claims to CareBridge for Amerigroup members? Yes. CareBridge has provided third-party EVV vendors with the technical requirements for correcting claims. Providers and vendors can access CareBridge technical specifications here: http://evvintegration.carebridgehealth.com/

7. We Use HHAX for EVV, do we still need use a clearinghouse to submit billing to Amerigroup? All billing for Amerigroup members must be generated by CareBridge. If a provider uses HHAX, then HHAX will send the visit and billing information to CareBridge for claims generation. You should not be submitting billing through a clearinghouse.

8. We get some prebilling issue messages that we are unable to correct. What should we do? CareBridge has information on how to correct prebilling alerts on our resource library: http://resources.carebridgehealth.com/evv. You may also contact the

CareBridge Support Center for assistance: njevv@carebridgehealth.com or 844-924-1755.

9. Is it true that CareBridge users are able to make corrections through the CareBridge portal; however, third-party EVV users must make corrections within their third-party EVV vendor's system? That is correct. Any modifications or corrections to EVV data should occur in the EVV system that the provider is using. CareBridge users make corrections within the CareBridge system. Third-party EVV users should make corrections within their chosen EVV system.

10. After the week of June 14, can we submit claims for MCOs other than Amerigroup through CareBridge? Yes, CareBridge will support billing to MCOs other than Amerigroup and Horizon starting the week of June 14.

11. Does Amerigroup require that we submit our visits with the aide's license numbers that are performing these visits? Yes, Caregiver license is currently a required data element for EVV visits.

12. When a claim is being corrected, we use the claim number as a reference. How would this work for providers using third-party EVV vendors? The provider makes the necessary corrections in their source system. Then, following their EVV vendor's process, the corrected claim will be submitted to CareBridge. Because the Appointment ID is the key across all systems, CareBridge will know which claim number to use since CareBridge generated the claim for that specific Appointment ID.

13. Does CareBridge IVR accommodate other languages? Yes. CareBridge IVR supports English, Spanish, and Russian.

14. Who should we reach out to if we do not see our Amerigroup data collected by HHAX on CareBridge? You may contact the CareBridge Support Center for assistance: evvintegrationsupport@carebridgehealth.com or 844-924-1755.

15. Will there be training resources for providers on how to bill Aetna, WellCare, and United via CareBridge? CareBridge has information on how to correct prebilling alerts on our resource library: http://resources.carebridgehealth.com/evv. You may also contact the CareBridge Support Center for assistance: njevv@carebridgehealth.com or 844-924-1755.

16. Is it a better to send EVV data for horizon to CareBridge, or is it better to go through HHAX since billing to Horizon is not happening on either platform? Providers may choose either path. If the EVV data is sent to HHAX, then HHAX will transmit it to CareBridge. Since CareBridge sends the EVV data to HHAX, having the data sent directly to CareBridge reduces the number of stops the EVV data has to make. This means that the EVV data may get to the Horizon system more quickly. Horizon is validating directly submitted claims against the EVV visit data that CareBridge sends, so the sooner the EVV visit data gets to Horizon the sooner a provider can directly bill Horizon for those visits.

17. Can we submit Horizon claims via CareBridge? Claims for Amerigroup must be submitted through CareBridge. Claims for Horizon must be submitted to Horizon. EVV visit data must be submitted through CareBridge for both Amerigroup and Horizon.