


# Celltrak Carebridge EVV

CubHub Systems

# Patient Set Up

Users will need to ensure the Medicaid ID field, for each patient with an EVV payer, is input into the patient profile.

**Click Steps: Clients> List> action options next to patient name> Profile> Demographics> input Medicaid ID> Save**

 Client - Happy Friday

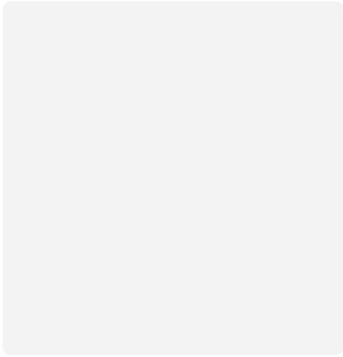
PROFILE

CLIENT

SERVICE DETAILS/SKILLS

PHYSICIANS

CONTACTS



SELECT IMAGE

PATIENT DATA

Team

Dallas

×

☐ Exclude From Reports

MRN (last: 00009993)

221122

×

Medicaid ID

1842712096

Referral Source

ABC Hospital

×

Referral Date

12/04/2020

# Payer Set Up: Payer Settings

The EVV Provider selected for EVV payers should be Celltrak Carebridge. EVV State and EVV Integration Code fields must be included in payer set up, as well. The payer can provide the integration code, or, oftentimes it matches the EDI Payer ID.

**Billing> Payers> Click on payer>  
Select 'Celltrak Carebridge' in EVV  
Provider field> Input the EVV State  
& EVV Integration Code> Save**

Note: The state selected in the payer's address must match the field designating EVV State.

PAYER SETTINGS		
Payer Name Bluecross Blueshield - Hea	EDI Payer ID 00602	Provider Number
EvV Provider CellTrak Carebridge	EvV Claim Filing Method Override None	
Teams ---		
Discount Type ---	Discount Amount	
Benefit Code/Group	Insurance Type 11 - Other Non-Federal	Address Option Client
EvV State NC	EvV NPI Override ---	EvV Integration Code 00602

Note: CubHub will allow users to designate only specific service codes go to Carebridge and others to send on to the clearing house. These settings are controlled in the e-File Options and the EVV Claim Filing Override fields. *Please contact [support@cubhubsystems.com](mailto:support@cubhubsystems.com) for assistance with this step.*

# Payer Set Up: Service Codes

Service Codes will need to be set up with Celltrak Codes & EVV Enabled for successful integration.

**Billing> Payers> Action options beside payer> Service Codes> Celltrak Code> Select matching code specific to service code> Check box 'EVV Enabled'> Save**

### Edit Service Code

*The service code description must start with the discipline followed by a  
Example: RN-UHC-S where RN is the discipline, UHC is the abbr*

Service Code

S9122 Unskilled

×

Skill

HHA

×

CellTrak Code

S9122 - Home Health Aide or Certified Nurse Assistant (590-CCS... ×

Sandata Code

---

CellTrak Code

99509HB - Home visit for assistance with activities of daily living... ×

☒ EVV Enabled

DELETE

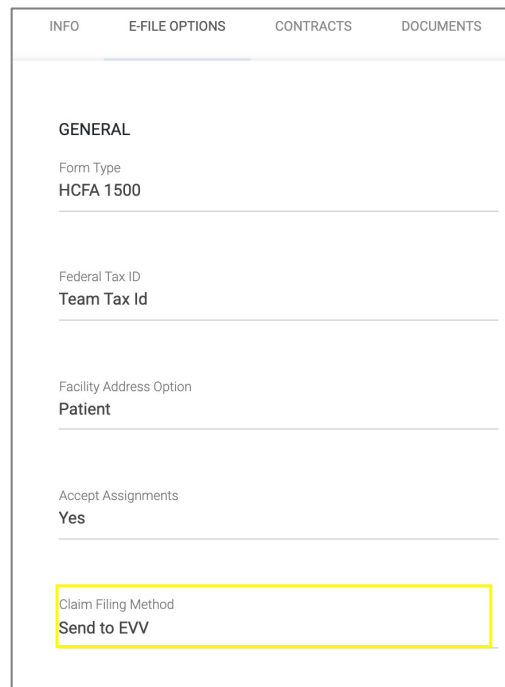
SAVE

# Payer Set Up: Claim Filing Method

The Claim Filing Method for the payer will depend on if all service codes attached to the payer will or will not go to Carebridge.

**Billing> Payers> Click on payer> E-File Options> Select correct method in the Claim Filing Method field>Save**

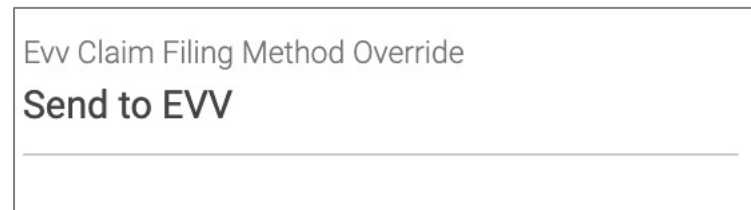
If **all** service codes attached to payer **DO go to Carebridge**, set as 'Send to EVV.'



The screenshot shows the 'E-FILE OPTIONS' tab of a payer's setup form. The 'GENERAL' section contains the following fields:

- Form Type: HCFA 1500
- Federal Tax ID: Team Tax Id
- Facility Address Option: Patient
- Accept Assignments: Yes
- Claim Filing Method: Send to EVV (highlighted with a yellow box)

If all service codes attached to payer **DO NOT go to Carebridge**, set as 'Go to Waystar' **AND** set EVV Claim Filing Override in the payer details to 'Send to EVV.'



The screenshot shows a text input field labeled 'Evv Claim Filing Method Override' with the value 'Send to EVV' entered.

# Electronic Visit Verification

VISIT CLIENT AUTH(S) EMPLOYEE

🕒 \$ 🔍 ☰ 📅 📌

UPDATE EVV

Visit Edit Code

Visit Edit: Additional Info

Visit Edit Action Taken

Manual Start D... Manual End Date

Manual Start Ti... Manual End Ti...

00 00 00 00

EVV details are available to users in the calendar.

When users click on an assignment and into the EVV section of the shift, they will see the:

- options to add reason codes, actions, & notes, when needed

- options to override date & times with a manual override

- scheduled start/end times







- actual start/end times

- differences between scheduled and actual for clock in/out and distance

			In	Out
Scheduled				
Actual				
Manual				
Time Delta				
Distance	N/A	N/A		
Delta	(miles)	(miles)		

# Manual Override

When a manual override is input for the date and/or time on an assignment, a reason code is required. Save changes by clicking [Update EVV](#) .



UPDATE EVV

Visit Edit Code

(Carebridge) Technical error - MR1010 ×

Visit Edit: Additional Info

(Carebridge) Caregiver error - MR1000

(Carebridge) Duplicates/overlapping - MR1015

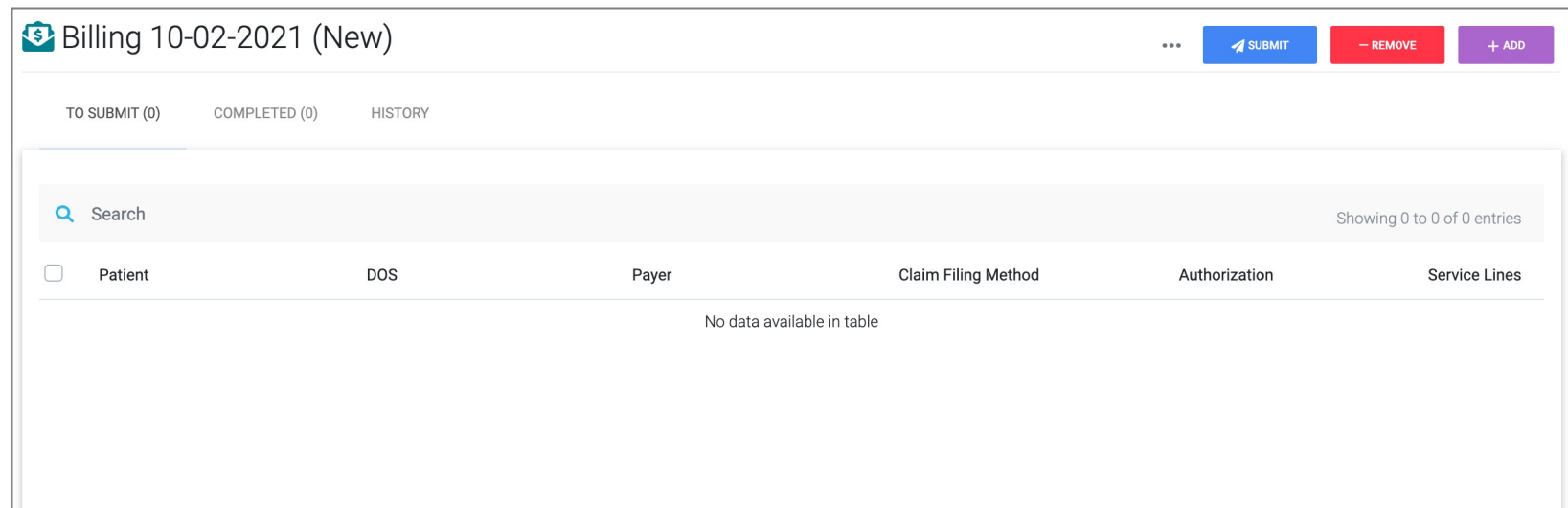
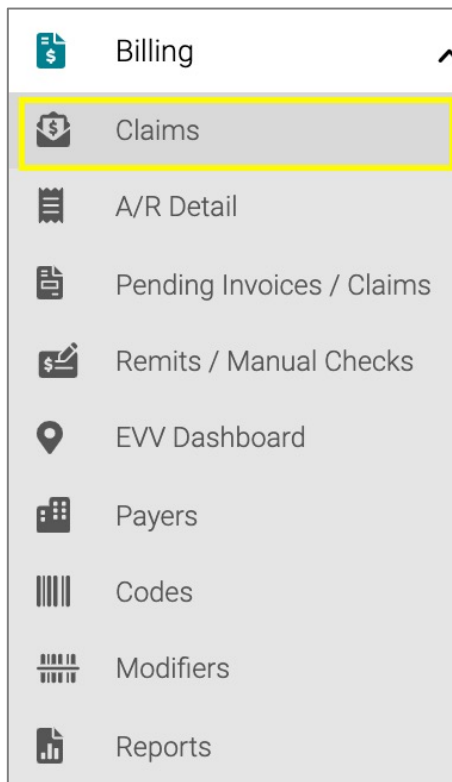
(Carebridge) Forgot to clock in - MR1020

(Carebridge) Missing/waiting for authorization - MR1025

**Note:** Add reason codes that include (Carebridge) in front of them.

# Billing: Create Claims

Carebridge claims should be added to billing batches and submitted with your other claims. [Billing> Claims> Create Batch> +Add> Add claims to batch> Submit](#)



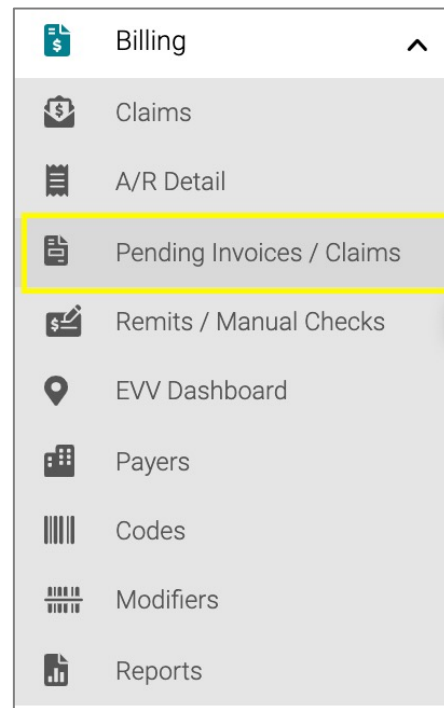
Claims automatically send to Carebridge once submitted.



# Billing: Pending Invoices/Claims

Claims will be available in Pending Invoices/Manual Claims and can be moved to the A/R in CubHub.

**Billing> Pending Invoices/Claims> Select the claims> Action options> Send to the A/R**



A screenshot of the Pending Invoices / Claims table. The table has a search bar and a filter button labeled 'ALL'. The table columns are: Type, Claim Number, Patient, Payer, DOS Start, DOS End, Service Lines, Billed Amount, Expected Payment, Paid Amount, Balance, and EVV Status. The table contains 6 rows of data, all with Type 'EVV' and EVV Status 'Sent'.

<input type="checkbox"/>	Type	Claim Number	Patient	Payer	DOS Start	DOS End	Service Lines	Billed Amount	Expected Payment	Paid Amount	Balance	EVV Status
<input type="checkbox"/>	EVV			Bluecross Blueshield - Healthy Blue	09/18/21	09/18/21	1 / 1	\$49.60	\$49.60	\$0.00	\$49.60	Sent ...
<input type="checkbox"/>	EVV			Bluecross Blueshield - Healthy Blue	09/16/21	09/16/21	1 / 1	\$54.56	\$54.56	\$0.00	\$54.56	Sent ...
<input type="checkbox"/>	EVV			Bluecross Blueshield - Healthy Blue	09/14/21	09/14/21	1 / 1	\$54.56	\$54.56	\$0.00	\$54.56	Sent ...
<input type="checkbox"/>	EVV			Bluecross Blueshield - Healthy Blue	09/13/21	09/13/21	1 / 1	\$54.56	\$54.56	\$0.00	\$54.56	Sent ...
<input type="checkbox"/>	EVV			Bluecross Blueshield - Healthy Blue	09/22/21	09/22/21	1 / 1	\$54.56	\$54.56	\$0.00	\$54.56	Sent ...
<input type="checkbox"/>	EVV			Bluecross Blueshield - Healthy Blue	09/05/21	09/05/21	1 / 1	\$49.60	\$49.60	\$0.00	\$49.60	Sent ...


**Type:** EVV will designate claims that are being billed to Carebridge and need to be moved to the A/R

**EVV Status:** Should use status to gauge when to send to A/R based on your company's procedures.


# EVV Dashboard

To view an active or completed list of visits being sent to the EVV aggregator, users should use the EVV Dashboard. This page should be managed daily.

[Billing](#) > **EVV Dashboard**

 EVV Dashboard

...



QUEUE


Start  
08/29/2021

End  
09/11/2021

EVV Provider  
NC (CellTrakCarebridge)

Status  
Error

APPLY

 Search

Showing 0 to 0 of 0 entries < >

<input type="checkbox"/>	<div>Id</div>	<div>Team</div>	<div>Patient</div>	<div>Employee</div>	<div>Payer</div>	<div>Schedule</div>	<div>Status</div>	<div>Last Action</div>	<div>Message</div>
No data available in table									

# EVV Dashboard: Overview

## Start/End Dates

Intended process will include using latest billing period to manage assignments

## EVV Provider

Able to view assignments for one provider at a time

## Status Options

**All:** view all statuses

**Completed:** shows list of completed assignments

**Error:** where most users will manage this screen to work through

**Not Sent:** missed or never sent data

**Processing:** currently being processed

**Queued:** ready to send, will send automatically from queued screen

**Note: Statuses that should be managed daily include Errors & Not Sent**

EVV Dashboard

Start  
08/29/2021

End  
09/11/2021

EVV Provider  
NC (CellTrakCarebridge)

Status  
Error

SEARCH

1-3 of 3


	Id	Team	Patient	Employee	Payer	Schedule	Status	Last Action	Message
<input type="checkbox"/>	150655								

Note: Always click Apply after making updates to filter options.

# EVV Dashboard: Overview

Advanced Filter Options: [Evv Dashboard](#)> [Filter Icon](#)

EVV Dashboard

...  [QUEUE](#)

Advanced Filter

Team Filter

Dallas

Greece, Inc

Austin

San Antonio

ABC Therapy Company

NURSING

Cali

Demo

PPECC

Colorado

Employee(s)

Client(s)

Payer(s)

☒ Exclude Unbilled

RESET

APPLY

**Team Filter:** will default to assigned teams; can add or remove teams

**Employee(s):** use to filter by one or multiple employees

**Client(s):** use to filter by one or multiple clients

**Payer(s):** use to filter by one or multiple payers

**Exclude Unbilled:** will be checked by default to only include billed assignments

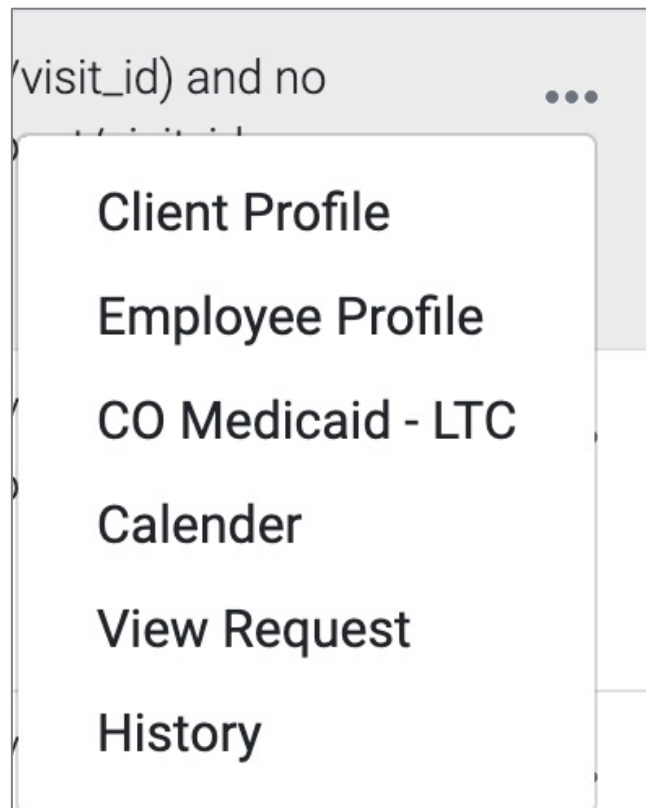
Note: Always click Apply after making updates to filter options.

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# EVV Dashboard: Errors

Quickly access profiles, payers, the calendar, etc. to make needed adjustments and fix the errors on assignments.

**Billing> EVV Dashboard> Action  
ellipsis beside assignment**

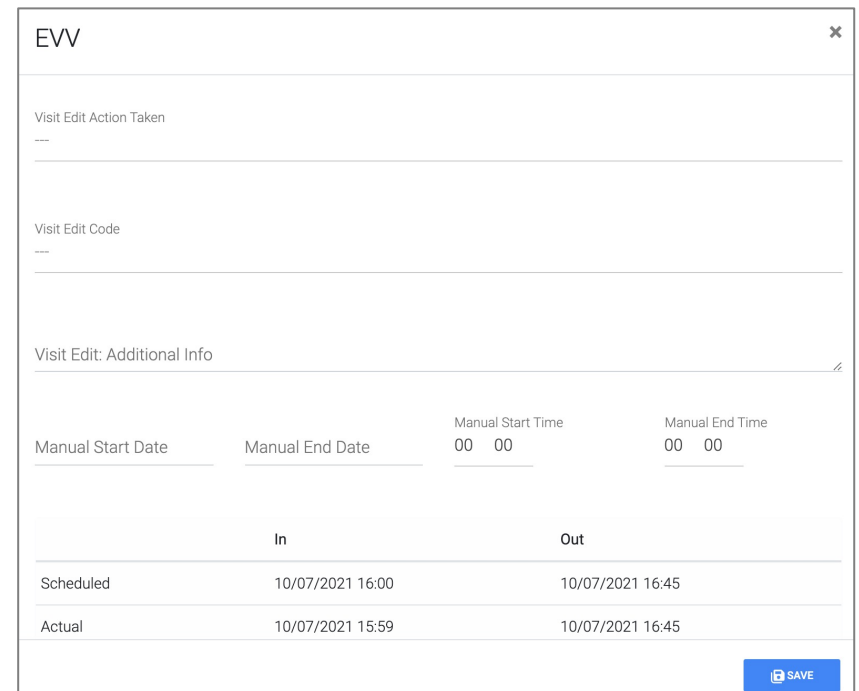


A screenshot of a web application showing a dropdown menu. The menu is open, displaying several options: 'Client Profile', 'Employee Profile', 'CO Medicaid - LTC', 'Calender', 'View Request', and 'History'. The background is slightly blurred, showing a table with a three-dot menu icon in the top right corner.

Note: Search errors by keywords in search bar to filter to all assignments with a specific error.

Note: Errors will become more familiar as a user routinely begins to processes assignments. Reach out to [support@cubhubsystems.com](mailto:support@cubhubsystems.com) for help in managing unknown errors.

**Billing> EVV Dashboard> Click on  
assignment line to access EVV section for  
a specific assignment> Save changes and  
assignment will automatically queue**



A screenshot of the 'EVV' (Event Verification) section for a specific assignment. The form includes fields for 'Visit Edit Action Taken', 'Visit Edit Code', and 'Visit Edit: Additional Info'. Below these fields is a table with columns for 'Manual Start Date', 'Manual End Date', 'Manual Start Time', and 'Manual End Time'. The table has two rows: 'Scheduled' and 'Actual'. The 'Actual' row shows a start time of 15:59 and an end time of 16:45. A 'SAVE' button is located at the bottom right of the form.

	Manual Start Date	Manual End Date	Manual Start Time	Manual End Time
Scheduled			00 00	00 00
Actual			15:59	16:45

# EVV Dashboard: Queue Assignments


Once an assignment is ready to be sent again, it can be queued.

The queued list will include assignments manually added to the list and those CubHub auto-queues, as well.


The queued list will send to the EVV provider automatically.

[Select assignment](#) > [Queue](#)

Note: Using the select all box will select all assignments, not only those displayed on the first page.

 EVV Dashboard

...



QUEUE

Start

End

EVV Provider

Status


08/29/2021

09/11/2021

NC (CellTrakCarebridge)

Error

APPLY

 Search

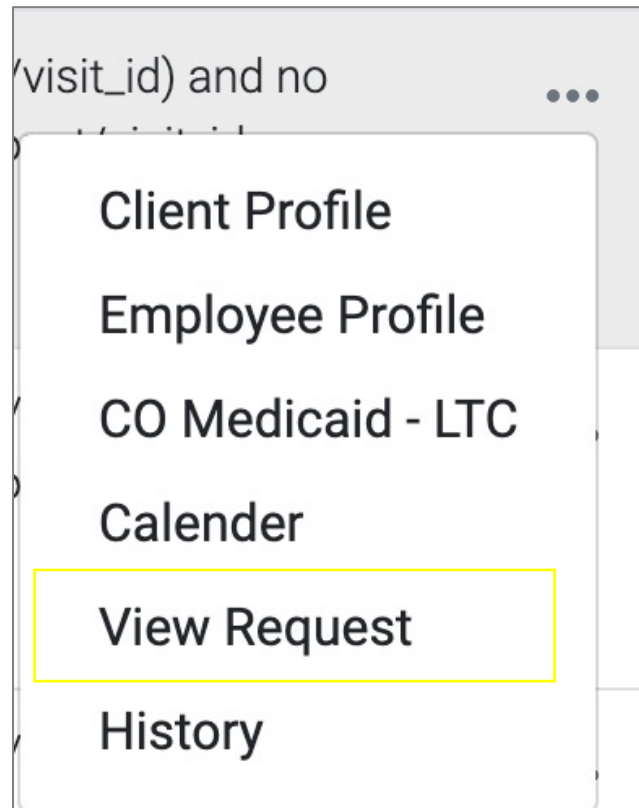
1-3 of 3 < >

<input type="checkbox"/>	Id	Team	Patient	Employee	Payer	Schedule	Status	Last Action	Message
<input type="checkbox"/>	150655								

# EVV Dashboard: JSON Request & Transaction ID

The JSON and the Transaction ID are code that reference what assignment info was sent to the EVV provider. Access and copy the Request beside each shift.


[Billing](#)> [EVV Dashboard](#)> [Action ellipsis beside assignment](#)> [View Request](#)



# EVV Detail Report

The EVV Detail Report can be run to cross-check EVV data, pinpoint specifics on assignments and reason codes, and to quickly access all capture data for each assignment. Use filters to run the report for specific dates or only EVV payers, if needed, as this data is captured on all assignments for all patients.

[Billing](#) > [Reports](#) > [EVV Detail](#) > [Filter](#) > [Queue Report](#)

 Billing Reports

[BILLING REPORTS](#) [HISTORY](#) [MEC](#)

Team Filter

Dallas x

Greece, Inc x

Austin x

San Antonio x

ABC Therapy Company x

NURSING x

Call x

Demo x

PPECC x

Colorado x

x

Report

EVV Detail x

x

Start

End

Patient Status

Active

Patient(s)

--

Payer(s)

--

Employee(s)

--

Admin Service Type(s)

--

☐ Exclude Unbilled

☐ Pending Claims Only



# Edit EVV Times

Edit EVV Times is a permission that should be assigned to user groups who may need the ability to manually edit visit times in the calendar.

ADMIN BILLING CALENDAR CLINICIAN DASHBOARD FAX PATIENT PCG RESET PERSON				
PHYSICIANS SERVICE CODES AND RATES USER NOTIFICATIONS				
	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete	<input checked="" type="checkbox"/> Download
Billing Code Modifiers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Billing Codes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Branch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Clinician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Custom Fields	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Custom Medications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Edit EVV Times		<input checked="" type="checkbox"/>		
Eligibility	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Favorite Medications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Holiday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Mobile Devices	<input checked="" type="checkbox"/>			
Mobile Instructions	<input checked="" type="checkbox"/>			
Note Attachments		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Orders	<input checked="" type="checkbox"/>			
Pay Rates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Payers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Permissions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

**Admin> Permissions> Double click permission group> Admin> Check box for Edit EVV Times> Save**

**The permission allows users in this group to:**

- receive notification of assignments kicked back from the aggregator
- go into the assignment and manually override the EVV time
- change the visit times after payroll and billing