



<Date>

<Member Salutation> <Member First Name> <Member Last Name>
<Member Street Address 1>
<Member Street Address 2>
<Member City>, <State> <ZIP code>

Dear <Member Salutation> <Member Last Name>:

The deadline for your caregiver to start using Electronic Visit Verification (EVV) is just around the corner! Your caregiver(s) can start using EVV today to check-in and out for the services they provide. You can sign for the service on the EVV mobile application after the service is completed or use the member portal to review and sign for the services you receive.

The 21st Century Cures Act is a new law that says all States must use EVV to make sure you are getting your approved services.

What is Electronic Visit Verification (EVV)?

EVV is a way of recording when and where people get their home and community-based services. Your caregiver must use EVV to clock in and out at the start and end of their shift starting January 1, 2021 in order to get paid. The system is accessible for use now and we highly recommend that your caregiver begin today! EVV clock in and clock out can be done by phone, mobile app or web portal.

Why is EVV being required?

EVV use will help make sure you get the services you need when you need them. It will make sure your caregiver gets paid correctly for the work they do too. The EVV system will report the:

- | | |
|--|---|
| <ul style="list-style-type: none">• Type of service• Person receiving the service (you)• Caregiver providing the service | <ul style="list-style-type: none">• Date of the service• Place of service (your home or community)• Times the service starts and ends |
|--|---|

Will training be provided?

Yes! CareBridge has training designed for caregivers and their members. We will host virtual trainings, provide on-demand training videos, provide reference materials, give you access to a training site: <http://carebridgehealth.com/trainingiaevv>, and provide on-going support. And all training, documents, and resources will be available in the CareBridge Resource Library: <http://resources.carebridgehealth.com/evv> for you to access at any time.



What does this mean for you?

You want to make sure your caregiver uses EVV to record service visits. Amerigroup Iowa and Iowa Total Care are working with CareBridge to provide EVV services. Starting on January 1, 2021 your caregiver will have to use EVV to check in and out when they work for you. The system is accessible for use now and we are excited for your caregiver to begin using EVV today!

Have Questions?

For more information or if you have questions, contact us here:

Iowa Total Care	Visit https://www.iowatotalcare.com/members.html or call 1-833-404-1061 7:30 a.m. to 6:00 a.m.
CareBridge	Email jaevv@carebridgehealth.com or call (844) 343-3653 7a.m.-5 p.m.

Sincerely,
[Name of Team Lead]
Iowa Total Care