

Required Forms

Before your employee is able to receive payment, be sure that the following conditions are met

1. Any outstanding paperwork that is incomplete in the employee packet has been submitted to Veridian. All documents can be emailed to ccoiaowa@veridiancu.org or faxed to 319.236.6785. If faxing, always call to verify that all pages were received and legible. If you are unsure if any paperwork is incomplete, please contact us.
2. The employee is showing on your current month's budget. If this is not the case, you will want to work with your ISB to add the new employee to your current month's budget and submit the budget to your MCO for processing.
3. Members need to attest hours entered by midnight on the 5th and the 20th every month.

Submitting EVV hours

In order for your employee to submit hours via EVV, you will need to provide them the following information:

- EVV service hours must be submitted either by downloading and using the CareBridge application on their phone or smart device or by using Interactive Voice Response (IVR) and the member's landline phone.
- Instructions on how to download the CareBridge application as well as how to use the CareBridge application and IVR can be found on the CareBridge website here: <https://carebridgehealth.zendesk.com/hc/en-us/sections/360009652194-Iowa-CCO-Mobile-Application->
- Credentials for using the CareBridge application or IVR are as follows
 - **CareBridge Application Employee Username**-From CCO Employee Approval Email
 - **Provider ID**-292
 - **IVR Pin**- From CCO Employee Approval Email
 - **Password**- Your employee will create this when using the CareBridge application or IVR for the first time

EVV service hours worked that are submitted to Veridian without using EVV cannot be processed for payment.

If your employee is providing any additional services other than Personal Care and/or Homemaker, they will submit these hours either via paper timesheet or Web Time Entry.

Please note, that the employee will not be able to register for online web entry and/or payment will not be able to be issued until all paperwork is complete. If you are unsure if any paperwork is incomplete, please contact us.

If you have questions regarding the set-up, use, or other technical information regarding the CareBridge application or IVR, please direct them to CareBridge customer service via email iowaevv@carebridgehealth.com or phone (844) 343-3653.

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[Web Entry Tutorial](#)

[Employer Payroll Calculator](#)

[2022 Payment Schedule](#)