

CareExchange EVV Information

(DOCUMENT NOT FOR COMPLETION)

You and your Independent Provider(s) will be required to enroll in the CareExchange electronic reporting system. This system must be used to document the exact start and end times of services provided, as well as the specific services delivered during each visit. CareExchange eliminates the need for maintaining paper timesheets. Instead, all information will be automatically submitted weekly to CalPERS for review and reimbursement evaluation. **Please note that details regarding your Independent Providers eligibility will be provided under a separate cover.**

CareExchange will contact you directly by phone and will also mail program materials and detailed enrollment instructions to both you and your Independent Provider(s). Please note when enrolling you will need a computer with internet access and an active email address is required to complete the enrollment process. Both you and your Independent Provider(s) must complete the enrollment before the Independent Provider(s) can begin using the system to document service visit details.

If you or your Independent Provider(s) have not yet received a call from CareExchange, you can proceed with your one-time enrollment on your own using the information provided below or you may contact their toll-free number at 888-564-5323 for assistance between the hours of 8:00 a.m. and 6:00 p.m. Eastern Time, Monday through Friday for enrollment assistance into the CareExchange program.

Participant Instructions: (Please note this is a one-time enrollment process)

1. Go to www.CareExchange.com/Enroll
2. Enter the enrollment code C and your Policy Number
 - i. Example: C41XXXXX
3. Enter email address
4. Create password
5. Verify basic information

Independent Provider Instructions: (Please note each Independent Provider needs to complete this one-time enrollment process)

1. Go to www.CareExchange.com/Enroll
2. Enter the enrollment code C and your mobile device phone number
 - i. Example: C5555551234
3. Enter email address
4. Create password
5. Verify basic information

Once you and your Independent Provider(s) are enrolled, the provider will use a mobile app to check in at the start of each visit and check out at the end to document services provided. The app, **CareExchange EVV**, is available for download on the Apple App Store and Google Play. Enabling geolocation within the app enhances the functionality and ensures an optimized CareExchange experience.

When using the CareExchange electronic reporting system, you are not required to submit proof of payment. However, if there is a discrepancy between the amount you pay your independent provider(s) and the amount reflected on the digital invoice generated by the CareExchange system, you must provide an explanation for the difference.