

MOBILE APPLICATION DOWNLOAD AND LOGIN GUIDE



OVERVIEW

A new, upgraded CareBridge EVV application is now available for Tennessee agency caregivers providing PCS services for Amerigroup and UnitedHealthcare members.

The legacy HealthStar EVV applications for Amerigroup and UnitedHealthcare will no longer be usable effective May 31, 2023.

The CareBridge Mobile Application allows the caregiver to:

- Utilize a single application
- View upcoming appointments
- Check-In and Check-Out of EVV required appointments
- Document task codes
- Submit Care Notes Survey (Caregiver survey)
- And attest via signature that services were performed.

DOWNLOAD AND FIRST TIME LOGIN

The caregiver can download the free TN PCS CareBridge Mobile App by searching for *TN CareBridge* in the App Store/Google Play Store (Figure 1).

- The mobile app requires location services permission at installation.
Please note: the caregiver's location is only captured during the Check-In and Check-Out process.
- The mobile app supports current versions of both operating systems.
- The mobile app has been configured so that only **one application** is necessary for both Amerigroup and UnitedHealthcare.

Once the app is installed, you will see the Setup screen (Figure 2). Your existing credentials will work with the new application.

Figure 1. Download screens in the App Store and the Google Play Store

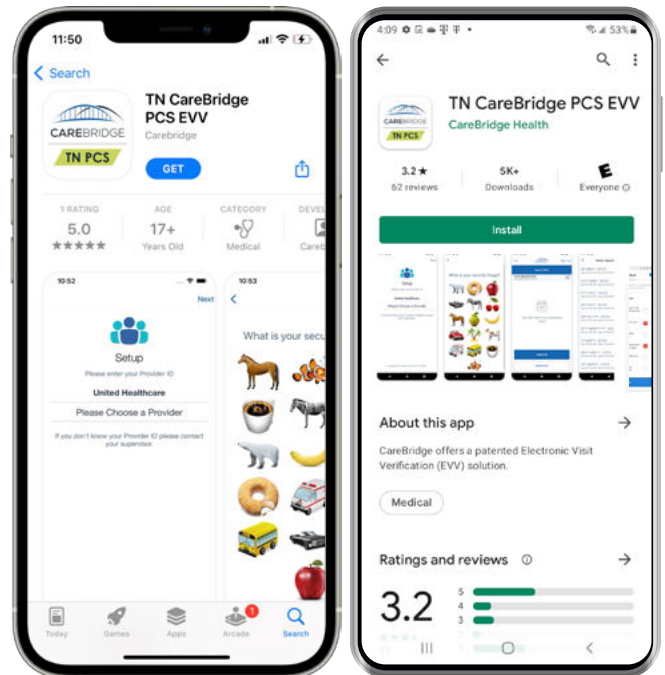
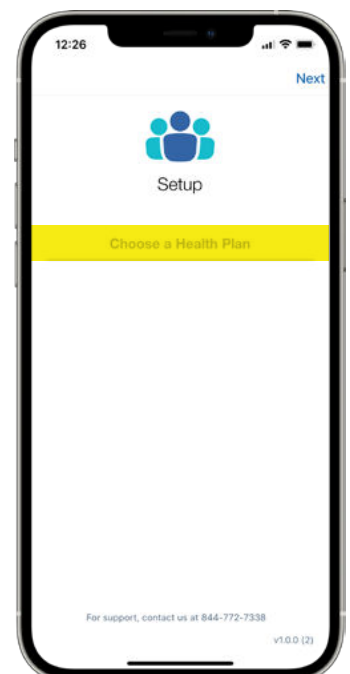


Figure 2. Setup screen showing Health Plan choice



Follow these steps to login:

1. Choose the appropriate **Health Plan**.
2. Choose your **Provider Agency**. You may use the search field to type your company ID or the name of your agency.
3. Select **LOGIN**.
4. Enter your **username**.
5. Enter your **password**.
6. Select your **security image**.

You are now logged into the CareBridge EVV mobile application.

Figure 3. Setup screens showing Health Plan Selection

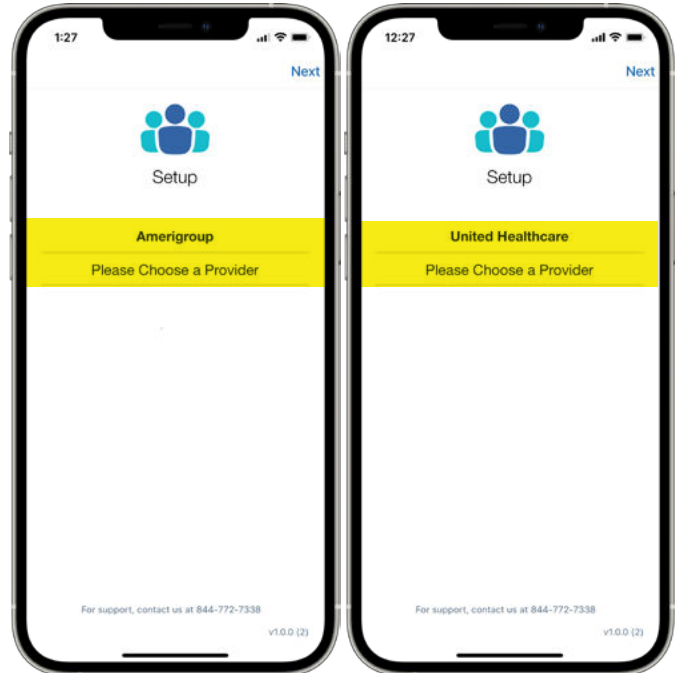


Figure 4. Screens showing the Login steps

