



CAREWARE: ENROLLMENT AND ELIGIBILITY CLEAN-UP PROJECT

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Health and
Human Services

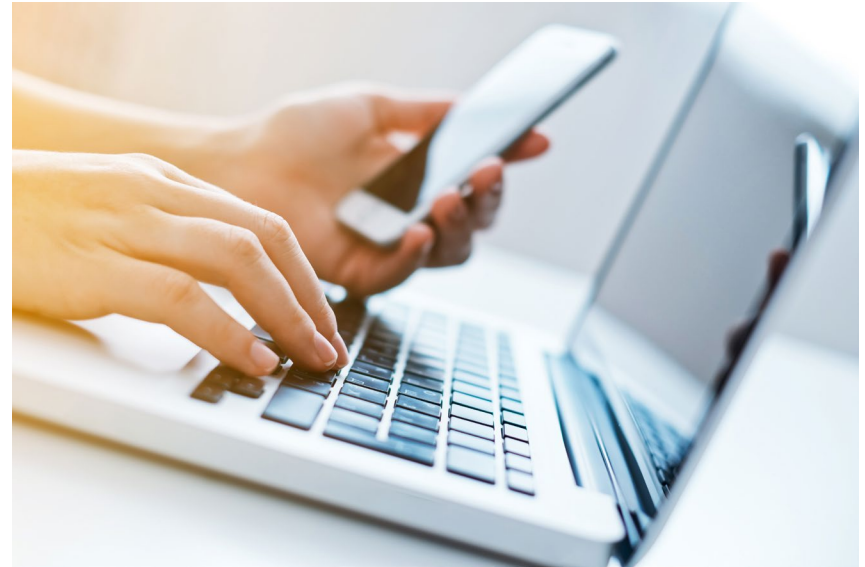
Agenda

- ▶ What is CAREWare (CW)?
- ▶ Enrollment and Eligibility Status in CW
- ▶ Why is this important?
- ▶ Modification of Enrollment & Eligibility Status
 - Discuss the different scenarios
 - Next Steps and Clean-Up Project

CAREWare

What is CAREWare?

- ▶ Electronic health information system that stores Iowa Ryan White Part B and Part C data
- ▶ Federal report required data is imported from REMI to CW
- ▶ Very important tool for reporting to our federal funders



Enrollment & Eligibility in CW



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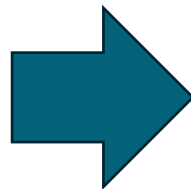
Vital and Enrollment and Eligibility Status in CAREWare

Two data variables in CAREWare that are important for Ryan White HIV/AIDS Program Services Report (RSR) reporting to the Health Resources & Services Administration (HRSA)

1. **Vital & Enrollment Status** tracks if clients are discharged, inactive, moved, etc. in CAREWare
2. **Eligibility Status** determines if a client will be included in your agency's RSR
 1. Required annual federal report for HRSA
 2. Must be Ryan White Part B eligible for the duration they received services to be included
3. The REMI to CW nightly import does NOT update Vital & Enrollment Status and Eligibility status
 1. Users need to manually update these in CW

Vital and Enrollment & Eligibility Status

- ▶ Once you've clicked a client's CW file, you will see this
- ▶ Navigate to the Vital and Enrollment Status and Eligibility bars
 - This is where you will make the updates

A screenshot of a web application interface for a client's demographics. The page has a header with 'Demographics' and a 'Back' button. Below the header is a list of buttons for different sections: 'Personal Info', 'Change URN', 'Contact Information', 'Race/Ethnicity', 'HIV Risk Factors', 'Vital and Enrollment Status', and 'Eligibility'. To the right of each button is a text field containing client information. The 'Vital and Enrollment Status' and 'Eligibility' buttons are circled in teal. A large teal arrow from the text on the left points to these two buttons.

Personal Info	Client ID: Name: Testie, Test Gender: Male DOB: 01/01/1990
Change URN	TSTS0101901U
Contact Information	No description supplied
Race/Ethnicity	No description supplied
HIV Risk Factors	No description supplied
Vital and Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White

Updating Vital & Enrollment Status

- ▶ Once you've clicked on Vital & Enrollment status, you will see this
- ▶ Update the enrollment status as needed
- ▶ Update as needed:
 - Vital status
 - Case closed date
 - Date of death
- ▶ The enrollment date **should never change**. It will always be the first date the client ever received a Part B service

Demographics > Vital and Enrollment Status

Save Cancel

Vital and Enrollment Status

Enrollment Info

Enrollment Status: Referred or Discharged

Enrollment Date: 01/01/2020

Latest Eligibility Status: Not Eligible for Ryan White

Vital Status

Vital Status: Alive

Case Closed Date: 01/01/2023

Date of Death: / /

Updating Vital & Enrollment Status (Continued)

TD — CS Discharge

Core +

Discharge Details -

* Reason for Discharge
Client Services Only Discharge Reasons

Client Services Only Discharge Reasons

- Moved out of state
- Incarcerated
- Deceased
- Self sufficient
- Client requested
- Over income
- Removed due to violation of program rules
- Lost to case management
- Lost to medical care
- Other

Recommended CAREWare Enrollment Status: *Referred or Discharged*

Include reason(s) why the client requested to be discharged.

* Discharge Notes (maximum 7500 characters)

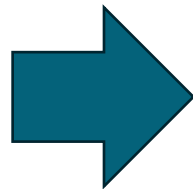
- ▶ If you are a Part B and C agency, you will only update the Vital and Enrollment status if the client is no longer enrolled in Part B **AND** C
 - If the client discharges from Part B, but remains in Part C at your agency this will not be updated
- ▶ Utilize the REMI discharge form so that you know what reason to put in CW

Eligibility Status in CW

*Crucial for accurate RSR data that is submitted to HRSA annually

Updating Eligibility Status in CW

- ▶ Once you've clicked a client's CW file, you will see this
- ▶ Navigate to the Eligibility tab
 - This stores all of the client's RWPB and RWPB eligibility status history
 - This is where you will make your changes



Demographics

Back

Demographics

Personal Info	Client ID: Name: Testie, Test Gender: Male DOB: 01/01/1990
Change URN	TSTS0101901U
Contact Information	No description supplied
Race/Ethnicity	No description supplied
HIV Risk Factors	No description supplied
Vital and Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White

Updating Eligibility Status in CW

Find Client > Search Results > Demographics > Eligibility History

View **Start** Stop Edit Delete Help Back Print or Export Hide/Show Columns

Eligibility History

Search:

Date	Is Eligible	Funding	Ryan White Funde	Provide	Comment
08/01/2024	Yes	Part B	Yes	TEST D	

Find Client > Search Results > Demographics > Eligibility History

Save Back

Eligibility History

Eligibility Date:

Is Eligible:

Funding Source:

Comment:

- Once you've clicked "Eligibility", you will see the Eligibility history
- Click "Start" to make a client RWPB (or RWPC) eligible
- Click "Stop" to make a client RWPB (or RWPC) ineligible
- After clicking start or stop, you will select the "funding source" and "date"

Eligibility Status in CAREWare

RWPB Ineligible if:

- ▶ The client is discharged from your agency in REMI
- ▶ The client transferred from your agency to another agency

RWPB Eligible if:

- ▶ Your agency re-activates the client in REMI
 - Any client in Pre-Case Management, Pending, or Active status
- ▶ Your agency receives an incoming transfer
- ▶ Your agency has a new client

Eligibility in CAREWare

Find Client > Search Results > Demographics > Eligibility History

View Start Stop Edit Delete Help Back Print or Export Hide/Show Columns

Eligibility History

Search:

Date	Is Eligible	Funding	Ryan White Funde	Provide	Comment
08/01/2024	Yes	Part B	Yes	TEST D	

Example of a RWPB Eligible Client

Find Client > Search Results > Demographics > Eligibility History

View Start Stop Edit Delete Help Back Print or Export Hide/Show Columns

Eligibility History

Search:

Date	Is Eligible	Funding	Ryan White Funde	Provide	Comment
09/13/2024	No	Part B	Yes	TEST D	
08/01/2024	Yes	Part B	Yes	TEST D	

Example of a RWPB Ineligible Client

- ▶ A client can be ineligible for RWPB but eligible for Part C
- ▶ When a new REMI profile is created, eligibility is automatically pushed into CW
- ▶ If clients are in CW as “RWPB Ineligible” during the time they receive services, they will **NOT** be included in your agency’s RSR

Scenarios

▶ John Doe was transferred from SCHC to PHC. What should his Enrollment and Eligibility Status be updated to in the SCHC CW domain?

▶ Ineligible for Part B and Referred/Discharged

▶ Jane Doe was re-activated in REMI by DVNA. What should her Enrollment and Eligibility Status be updated to in the DVNA CW domain?

▶ RWPB Eligible and Active

Next Steps

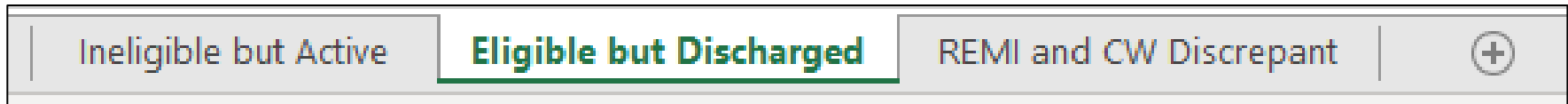
Vital and Enrollment Status and Eligibility Status
Clean-Up Project in CW

Clean-Up Project

- ▶ Agency's need to correct any Vital and Enrollment and Eligibility discrepancies between CW and REMI
 - They will be updated in CW
- ▶ Mariah will provide each agency a list of discrepant clients and statuses the week of October 14th
 - Please have these cleaned up by Friday **December 20th** and let Mariah know once they are
 - This will ensure accuracy for the RSR
 - Don't hesitate to reach out to Mariah with questions if you have trouble understanding the spreadsheet

Clean-Up Project: Spreadsheet

- ▶ Spreadsheets will have three tabs:



- ▶ **Ineligible But Active:** Clients that are listed in CW as RWPB ineligible, but have an enrollment status that is active in CW
 - Part Cs: If there's a Part C active client on this list, you can ignore them

Clean-Up Project: Spreadsheet

- ▶ **CW Eligible but Not Active:** Clients in CW who are RWPB Eligible, but have an Enrollment status of “Referred, Relocated, Discharged, or Inactive/Case Closed in CW”
 - If clients are eligible, they need to be changed to an active enrollment status
 - If the Enrollment status is correct, they need to be changed to RWPB In-Eligible

Clean-Up Project: Spreadsheet

- ▶ **REMI & CW Discrepancies:** Clients who have a REMI Eligibility/Enrollment status that is discrepant compared to the CW Enrollment and Eligibility status
 - **If a client is Pre-Case Management, Pending, or Active in your REMI domain, they should be eligible and active in CW**
 - **Mariah will have notes indicating if the client is a transfer client. In that case, they should be ineligible in your agency's CW domain**
 - **Some clients may be on multiple tabs**

Next Steps: Moving Forward

- ▶ Moving forward, please implement a process within your agency to ensure that these statuses are updated in CW
- ▶ Utilize the two-page handout that Mariah will send out
- ▶ **Reminder: Any time a client is re-activated in REMI, transfers to/from your agency, or discharges these statuses will need to be manually updated in CW**

Questions?

- ▶ Please don't hesitate to reach out to me to schedule a call regarding the spreadsheet
- ▶ I've tried to simplify it as much as possible, but it still might be confusing for some people
- ▶ Questions? Concerns?



Questions

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