

Clark County RWISE

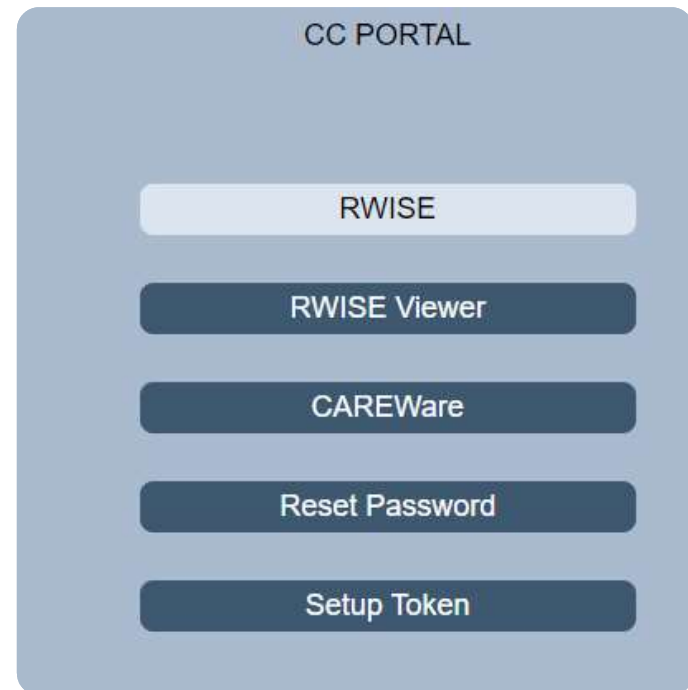
Ryan White Integrated Statewide Eligibility



Overview

- ▶ Ryan White Integrated Statewide Eligibility (RWISE) is a web-based interface developed by TriYoung, Inc. that uses the CAREWare database to provide an interface for eligibility teams to receive, review and process eligibility for the Ryan White Program.
- ▶ Clark County RWISE was developed for the Clark County Ryan White Part A program. RWISE eligibility replaces all other forms of Ryan White eligibility in Clark County CAREWare (common notes, eligibility tab, etc.)

Clark County Portal



[HTTPS://LVTGARWISE.JPROG.NET/CCPORTAL/](https://lvtgarwise.jprog.net/ccportal/)



Please Note: The reset password feature is directly linked to CAREWare. If the password is changed in RWISE it will also impact CAREWare and vice versa.

What's this replace?

Legacy CAREWare eligibility tracking

The screenshot shows a legacy interface with three tabs: "Eligibility", "HIV Status", and "Common Notes". The "Eligibility" tab is active and displays the text "Ryan White Eligible". Below this, a list of eligibility events is shown, with a yellow box highlighting the following entries:

- RW ELIGIBILITY 06/24/2020---12/31/2020
- 06/25/19 Universal eligibility exp 12/31/19
- RW Eligible 2/25/19 through 5/30/19 (2 align with DOB)
- 8/1/18 RWPA 6 month self attestation good thru 2/28/19
- 1/19/18 RWPA Eligibility completed & good thru 7/31/18
- 2/8/18 Address updated
- 1/19/18 Pending RWPA eligibility through 2/19 ...

Annual Review custom tab

The screenshot shows a "View" page for an annual review. It contains several fields for tracking eligibility, including:

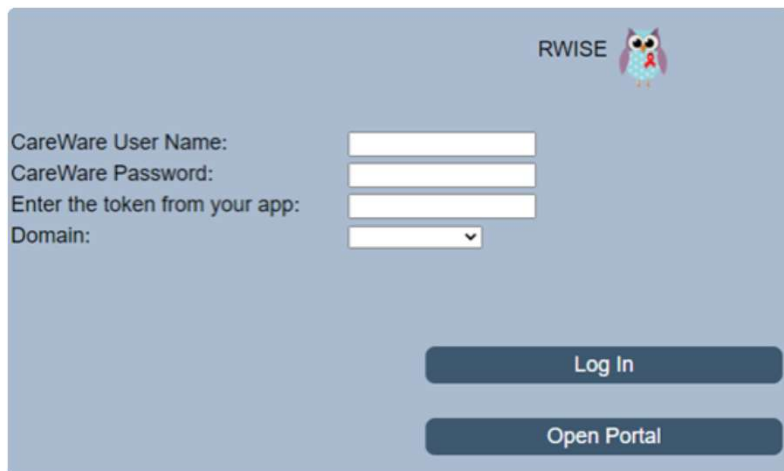
- Year: 2020
- Part A Eligibility Agency: [Redacted]
- Part A Eligibility Specialist: [Redacted]
- Part A Eligibility Pending: [Redacted]
- Part A Eligibility Next Review Date: 7/31/2020
- Not Eligible for Part A: [Redacted]
- Not Part A Eligible As Of: 8/1/2020
- Part A Eligibility Comments: Universal eligibility 2/5/2020-7/31/2020
- Pending Item 1: [Redacted]
- Pending Item 2: [Redacted]
- Pending Item 3: [Redacted]
- Part C Elig Specialist: [Redacted]
- Part C Elig Begin Date: [Redacted]
- Part C Eligibility End Date: [Redacted]
- Part C Eligibility Comments: [Redacted]
- Part C Specialty: [Redacted]
- Part C Dental: [Redacted]
- Part C Psych: [Redacted]
- Part C Vision: [Redacted]
- Part C Medical: [Redacted]
- Bus Pass Eligibility: [Redacted]
- Current Insurance: No Insurance
- Current Insurance Start: [Redacted]
- Current Insurance End: [Redacted]

"Contact info" button and other eligibility tracking systems in CAREWARE

The screenshot shows the "Demographics" section of the CAREWARE interface. It includes a "Back" button and a list of tabs: "Eligibility", "HIV Status", "Common Notes", "Provider Notes", "Attachment Documents", and "Contact Info". The "Contact Info" tab is highlighted with a yellow box. The information displayed for each tab is as follows:

- Eligibility: Not Eligible for Ryan White
- HIV Status: Unknown
- Common Notes: No description supplied
- Provider Notes: No description supplied
- Attachment Documents: View or Edit the client's Attachment Documents information
- Contact Info: View or Edit the client's Contact Info information

Login



The screenshot shows a login form for RWISE. At the top right, it says "RWISE" next to a small owl logo. On the left side, there are four labels: "CareWare User Name:", "CareWare Password:", "Enter the token from your app:", and "Domain:". To the right of these labels are four input fields: three text boxes and one dropdown menu. At the bottom right of the form, there are two buttons: "Log In" and "Open Portal".

- ▶ Username=same as CAREWare
- ▶ Password=same as CAREWare
- ▶ Token=same as CAREWare
- ▶ Domain
 - ▶ All users will select their domain
 - ▶ This is your "agency."

Page Functions

- **Search** - Search's for a client using the entered criteria
- **Add Client** – Adds client record
- **RWIS All Pending Referrals** - View list of clients with documentation under review
- **Assigned User – Pending Referrals** – View list of clients with documentation under review by specific assigned user
- **RWIS Updater Error Log** – View log from the overnight updater with items that may require manual correction
- **My settings** – Manage password
- **Log Out** – Log out of RWIS

RWIS Main Screen

Enter search criteria. Partial matches will be included

Client Last Name:	<input type="text"/>	RWISUID:	<input type="text"/>
Client First Name:	<input type="text"/>	SSN:	<input type="text"/>
Client URN:	<input type="text"/>		

Assigned User - Pending Referrals:

Add Client

Add Client

Last Name: First Name:

Middle Name: Gender:

Birth Date: Estimated:

Page Functions:

- ▶ **Add Client** – Adds client record
- ▶ **Cancel** – Return to Main Page

Possible Matches

	Score	Name	Gender	Birth Date	Client URN
Select	84	testing, clientassign	Female	10/01/1985	CITS1001852U
Select	84	testing, clientassigned	Male	10/22/1982	CITS1022821U
Select	84	testing, client	Male	10/20/1985	CITS1020851U

Page Functions:

- ▶ **Add Client** – Adds Client
- ▶ **Cancel** – Return to Main Page
- ▶ **Select** – Opens a display with additional information about that client record for review

Once client is Added, you will be taken to the Client Display Screen

RWISE Pending Referrals

RWISE - All Pending Referrals

Log Out Back

Print by Assigned Staff

CM Assigned

Staff Name	Total Assigned
DBEHNKE	1
TRIYOUNGSTEVE	1
TRIYOUNGSTEVECM	1

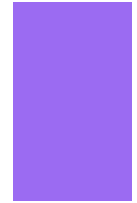
	First Name	Last Name	RWISEUID	Referring Provider	Referring Date	Ref - Progress Status	Eligibility Type	CM Assigned	CM Last Updated
Select	client	test	200060	Client Submitted	03/03/2021	Review Pending	Initial/Full Application	TRIYOUNGSTEVECM	03/03/2021
Select	client	test	200044	Client Submitted	03/02/2021	Review Pending	Initial/Full Application	TRIYOUNGSTEVE	03/02/2021
Select	Apple	Rotten	200033	Client Submitted	02/23/2021	Incomplete Application	Initial/Full Application	DBEHNKE	02/23/2021
Select	ClientGus	Test	200039	Client Submitted	02/23/2021		Other/Follow Up Documents		

This screen allows you to view a list of **All Pending Referrals** including by assigned staff member. This is useful for quality assurance and enhanced service delivery.

- Agency Domain users– You will be able to see All referrals in process for your agency
- RWISE Domain users– You will be able to see ALL referrals in process

Select - When chosen from this screen you will be taken to the referral directly

RWISE Expiring Clients



RWISE - Expiring Clients

Log Out Back

Print List

	RWISEUID	First Name	Last Name	Upcoming Renewal Type	Renewal Due Date	Pending Referral
Select	200015	ClientElvis	Test	Annual Renewal	3/31/2021	No
Select	200018	ClientPeanut	Test	6 Month Renewal	4/30/2021	No

This screen allows you to view a list of clients who have an eligibility end date that is set to expire within the next 60 days. The list is populated based on user permission and what domain is logged into.

- Agency domain, users will see all expiring clients for their agency
- RWISE Domain, users will see all expiring clients for all agencies

Select - When chosen from this screen you will be taken to the Client Display Screen

Client Contact Information

- ▶ Quick Glance of client's Contact Information

Eligibility Information

- ▶ Summary of client's Eligibility Status

Client Level Data

- ▶ Display of the client's most recently reported demographic information

RWIS Referrals

- ▶ Quick Glance of client's Contact Information

Diagnosis Documents

- ▶ Historical diagnosis document uploaded to client record

Enrollment Services

- ▶ This will display the client's historical (for the last 18 months) Eligibility related services detailing:
 - ▶ **Service Date** – The date the client's record was updated
 - ▶ **Service Name** – The Type of activity that occurred. i.e. Application processed, Client Update, etc.
 - ▶ **Creating User** – What user completed the update
 - ▶ **Reason (if Applicable)**– This will be blank unless the client was made ineligible, if listed

RWIS Client Display

New Search
Find List
Log Out
More Client Details

Client Contact Information

First Name: Middle: Last Name: AKA:

RWISUID: DOB: URN:

Address: County: State:

Phone: Sec Phone:

Common Notes:

Eligibility Information

Eligibility Status: Status End Date: Renewal Due Date:

Start Date: Upcoming Renewal: Household FPL:

Household Income: Client FPL: Household Size:

Client Level Data

Race: Ethnicity:

Risk Category: Gender: Birth Gender:

Primary Ins: Secondary: Housing Status: MAI Eligible:

HIV Status: HIV Date: AIDS Date:

View Eligibility Notes

[Add Referral](#)

New Search
Find List
Log Out
More Client Details

Client Contact Information

First Name: Middle: Last Name: AKA:

RWISUID: DOB: URN:

Address: County: State:

Phone: Sec Phone:

Common Notes:

Eligibility Information

Eligibility Status: Status End Date: Renewal Due Date:

Start Date: Upcoming Renewal: Household FPL:

Household Income: Client FPL: Household Size:

Client Level Data

Race: Ethnicity:

Risk Category: Gender: Birth Gender:

Primary Ins: Secondary: Housing Status: MAI Eligible:

HIV Status: HIV Date: AIDS Date:

View Eligibility Notes

[Add Referral](#)

RWIS Referrals

	Referring Provider	Referring Date	Referral Status	Last Updated	Ref Progress Status	Program Type
Select	Client Submitted	03/02/2021	Pending		Review Pending	
Select	Client Submitted	03/02/2021	Completed		Application Processed	

Diagnosis Documents

	Content	Attach Date	Attach User	File Type	File Name	Comment
View	+ imm. assay test & detect. HIV RNA	03/04/2021	RWWEBAPPS	.pdf	test1	test

Enrollment Services (last 18 months)

Service Date	Service Name	Creating User	Reason (if applicable)
03/04/2021	RWIS Client Update	TriYoungSteveCM	
03/04/2021	RWIS Client Update	TriYoungSteveCM	
03/02/2021	RWIS Client Update	TriYoungSteve	

More Client Details

More Client Details

[Back](#)

Client: URN: RWISEUID:

Provider

Client ID

Common Notes

Enrollment Status

Enrollment Date

Case Closed Date

[Save](#)



Please Note: These fields are all unique to your provider agency except Common Notes, Common notes can be seen by all agencies serving the client

RWISE Eligibility Referrals

Eligibility Referrals are how all activities are managed in RWISE

Referrals are used to keep track of what needs to be processed. This includes new applications, eligibility renewals, updating client level data, or just adding additional supporting documentation to the client record

Think of the **Eligibility Referral** as the Container that holds your documents



Please Note: The Add referral button will not appear on the Client Display screen if there is an existing referral in a pending status.

RWISE Referrals – Fields Explained

- ▶ **Eligibility Type** – Highlight the type of documents you are processing, i.e. 6-month/half birthday.
- ▶ **Referral Status** – Indicates the status of the referral, i.e. pending, completed, lost to follow-up and rejected
- ▶ **Completed Date** – date all documents are received, and eligibility is completed
- ▶ **Referral Comments** - brief description of eligibility which auto populates in notes sections
- ▶ **Ref Notes** – additional notes about eligibility
- ▶ **Referral Progress Status**– indicates the review status of a client's submitted documentation i.e. Application Processed, Review Pending etc.
- ▶ **Case Manager Assigned** – User List based on submitting Agency. User must be a CAREWare user and have an updated user agreement to show up in this list.

RWISE - Referral

[Client Display](#) [Log Out](#)

Client: URN: RWISEUID:

[Client Updates](#)



Eligibility Type: ?

Referral Status: ?

Referral Comments: ?

Ref - Notes: ?

Date Referred: ?

Completed Date: ?  

Referral Progress Status: ?

Case Manager Assigned: ?

[Save](#)

[Attach Documents](#)

	Content	Attach Date	Attach User	File Type	File Name	Comment
View Edit	Assessment	03/04/2021	RWWEBAPPS	.pdf	Dani Test Attachment with really long name1	Test

Attach Documents

Content Type:

- ▶ Initial/Full Application
- ▶ Annual/Birthday Application
- ▶ 6 Month/Half-Birthday Application
- ▶ Realignment Certification
- ▶ Other/Follow-Up Documents
- ▶ Notification of Change

Page Functions:

- ▶ **Back**– You'll be taken back to the previous page
- ▶ **Choose File** – Will open your computer directory where you will select the PDF file that needs to be uploaded
- ▶ **Upload** – Uploads and Saves the selected file to the referral. When complete, you'll be taken back to the previous page.

RWISE - Add Attachment

[Back](#)

Content Type:

Comment:

[Choose File](#) No file chosen

[Upload](#)

Types of Updates



- **Manual Update** is used to manually update a client's eligibility status
 - **Only Available for Super Users**
- **Application Updates** is used for updating the client's Eligibility Status when processing an Initial, Birthday, half-birthday or Re-Entry application.
- **Client Updates** is used to make a changes to current information without changing eligibility status
- **ReEnroll Client** is used to change a client from not eligible to eligible
 - **Only Available when a client's upcoming renewal is in the future**



Please Note: Different update buttons will display at different times, Options are dependent on referral selections and user Permissions

Client Update/Application Update

- ▶ This will appear after selecting **Application update** and **Client Update** from the referral screen.
- ▶ This is where the client's information is updated.
- ▶ In RWISE, different data elements are separated into different Tabs.

BROWSER BACK ARROW NOT ALLOWED FROM THIS PAGE

Ryan White Eligibility ClientCleo Test CITS0116832U Process App Save Only Close/Cancel

Application Update Race/Ethnicity Diagnosis Labs Poverty Assessments Insurance Eligibility Notes

BROWSER BACK ARROW NOT ALLOWED FROM THIS PAGE

Ryan White Eligibility client test CITS0808802A Save Updates Close/Cancel

Client Update Race/Ethnicity Diagnosis Labs Poverty Assessments Insurance Eligibility Notes

Client First Name client Middle Name Last Name test Date 3/4/2021 4:19:38 PM

AKA List LIBN CITS0808802A

Application Update | **Race/Ethnicity** | Diagnosis | Labs | Poverty Assessments | Insurance | Ca

Select Race(s):

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander

Hispanic or Latino

Check Hispanic Subgroup(s):

- Mexican, Mexican American, Chicano
- Puerto Rican
- Cuban
- Another Hispanic, Latino/a or Spanish origin

Select Asian Subgroup(s):

- Asian Indian
- Chinese
- Filipino
- Japanese
- Korean
- Vietnamese
- Other Asian

Select Pacific Subgroup(s):

- Native Hawaiian
- Guamanian or Chamorro
- Samoan
- Other Pacific Islander

- ✓ When a **Race** with subgroups is selected, an additional list will appear as shown above. When Asian and/or Native Hawaiian or Other Specific Islander Races are chosen related subgroup options populate
- ✓ The **Ethnicity** dropdown contains Three options, Hispanic and Non-Hispanic. If Hispanic is selected, the Hispanic Subgroups will appear. Please see the above example.

RWISE Eligibility Tabs

RACE/ETHNICITY

*RSR Required Data Element

The **Diagnosis** tab is used to record Proof of HIV/AIDS diagnosis, Risk Factors, and upload HIV Diagnosis Documentation

Page Functions:

- ▶ **Save Diagnosis**– When selected, the Values entered for HIV/AIDS status and Risk Factors are saved to the client record.
- ▶ **Attach Diagnosis Attachment**– used to attach client diagnosis documents to client record. Once Saved ,this document is posted to the main client display screen as well as the diagnosis tab.
- ▶ **Open/Edit** –Allows user to open uploaded diagnosis document, or edit comments related to the uploaded document.

The **Labs** tab collects the CD4 and Viral Load Lab values. This tab will display the most recently reported Lab values for CD4 and Viral Load.

	Date	Test	Result	Provider
Select	02/17/1999	CD4 Count	456	RWISE
Select	02/17/1999	Viral Load	20	RWISE

Page Functions:

- ▶ **Save** – When Selected, lab entry is posted to the grid below
- ▶ **Select**– When selected, the lab value will populate in the fields above. User will be able to edit or delete labs if required
- ▶ **Delete Labs** – After selecting the lab record, select Delete Labs to delete the lab entry

RWISE Eligibility Tabs

LABS

*RSR Required for certain Service Categories

The **Poverty Assessments** tab collects client's household income, dependents and Poverty Assessment

Application Update | Race/Ethnicity | Diagnosis | Labs | **Poverty Assessments** | Insurance | Case Notes

List household dependents (name and age)

★ **Add Income Assessment**

Date: 09/26/2020
 Income Type: Earned Income
 Income Employer: Emp 1
 Job Start Date: End Date:
 Employer Name: Cafe Latte
 Client Income:
 Income Desc:
 Income Pay 1: 235.00
 Income Pay 2: 456.00
 Income Pay 3: 956.00
 Income Pay 4: 650.00
 Income Pay 5: 0.00
 Pay Schedule: Weekly
 Monthly Income: 2488.42
 Annual Income: 29861.00

	Income Assessment Date	Type	Employer	Desc	Pay Schedule	Income Pay1	Income Pay2	Income Pay3	Income Pay4	Income Pay5	Monthly Income	Annual Income
Select	09/26/2020	Earned Income	Emp 1	Husband Holiday Work	Seasonal	5000.00	0.00	0.00	0.00	0.00	0.00	5000.00
Select	09/26/2020	Earned Income	Emp 1	Client Income	Weekly	235.00	456.00	956.00	650.00	0.00	2488.42	29861.00
Select	09/26/2020	Unearned Income	Social Security	Husband Income	Annual	1600.00	0.00	0.00	0.00	0.00	133.33	1600.00
Total Annual Income						36461.00						

★ **Add Poverty Assessment**

Poverty Assessment Date: 09/26/2020
 Household Size: 3 Client Income: 29861.00

	Date	Size	Household Income	Client Income	Poverty Level	Client FPL
Select	09/26/2020	3	36461.00	29861.00	168 %	234 %

Page Functions:

- ▶ **Save Income Household Dependents** – Text field to list client household member names and ages, when saved this information saves to the client record.
- ▶ **Save** – When Selected, Income Assessment/Poverty Assessment posts to the applicable grid
- ▶ **Select**– When selected, the income record selected will display. When displayed you will be able to either delete or edit the record.
 - ▶ **Delete Income Assessment/Delete Poverty Assessment** - After selecting the record, select Delete Labs to delete the lab entry

RWISE Eligibility Tabs

POVERTY ASSESSMENT

*FPL is an RSR Requirement

Income Assessment Scenarios

Entering Zero Income

Income Type: Unemployed/No Income

Income Pay 1: 0.00

Pay Schedule: Annual

Annual Income: 0.00

Entering traditional Income

Income Type: Applicable Income Type

Income Employer: Applicable Income Source

Income Pay 1-5: Income Amounts

Pay Schedule: Weekly/Bi-Monthly/Monthly (as applicable to client's pay schedule)

Annual Income: Auto Calculated for you

Entering Seasonal Income

Income Type: Applicable Income Type

Income Pay 1-5: Leave Blank

Pay Schedule: Seasonal

Annual Income: Enter Client's Annual Income

The **Insurance** tab records the client's insurance information. You may enter the client's Primary Insurance as well as any additional insurance the client may have.

	Date	Primary Insurance	Other
Select	10/28/2020	No Insurance	No Insurance

Page Functions:

- ▶ **Select**– When selected, the insurance record will populate in the fields above. User will be able to edit as needed
- ▶ **Save Insurance** – When Selected, Insurance assessment will post to grid at the bottom of the screen

RWISE
Eligibility
Tabs


INSURANCE
*RSR Required

The **Case Notes** tab is where any notes regarding the client's eligibility/referral can be recorded..

	Date	Author	Note
Select	10/28/2020	Status	10/28/2020 Income Assessment updated by Ibbcuser on 10/28/2020 8:08:35 PM
Select	10/28/2020	Status	10/28/2020 Income Assessment updated by Ibbcuser on 10/28/2020 8:09:32 PM
Select	10/28/2020	Status	Client's Missing Proof of Income

Page Functions:

- ▶ **Save** – When Selected, the case note will post to grid at the bottom of the screen
- ▶ **Select**– When selected, the case note is displayed, and becomes editable.
- ▶ **Clear Selected**– Clears out any note listed in editable case note area

 **Please Note:** Clinical and Case Management notes should not be entered here. This Eligibility Note is specific to eligibility.

RWISE
Eligibility
Tabs
ELIGIBILITY NOTES

Client Display Log Out

Client: URN

Manual Update

Client Updates

ReEnroll Client

Back RWISE - Re-enroll Client

Referred Client:

URN:

Reason for re-enrolling

Save

ReEnroll Client

This function allows the user to change a client's eligibility status Not Eligible to Eligible.

Client Display Log Out

Client: URN:



Manual Update



Client Updates

RWISE - Manual Update

URN: RWISEUID:

Upcoming Type:

Notice Date:  

Status End Date (Due Date):  

Eligibility Status:

Ineligible Reason:

Reason for the update:

Save Manual Update

- ▶ **Upcoming Type** - Change the upcoming renewal type if necessary
- ▶ **Notice Date** – This field only changes if the Upcoming Renewal Type needs to be changed (always the last day of the birthday or half-birthday month)
- ▶ **Status End Date (Due Date)** – This is always the last day of the month
- ▶ **Eligibility Status** –
 - ▶ Pending (Renewal due)
 - ▶ Eligible
 - ▶ Not Eligible

Manual Update

This function allows the user to manually change the client's eligibility status



Please Note: Only available for RWISE Super Users



Thank You!

IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE,
PLEASE CONTACT: RWSUPPORT@TRIYOUNG.COM