Clark County RWISE

Ryan White Integrated Statewide Eligibility

TriYoung Inc.

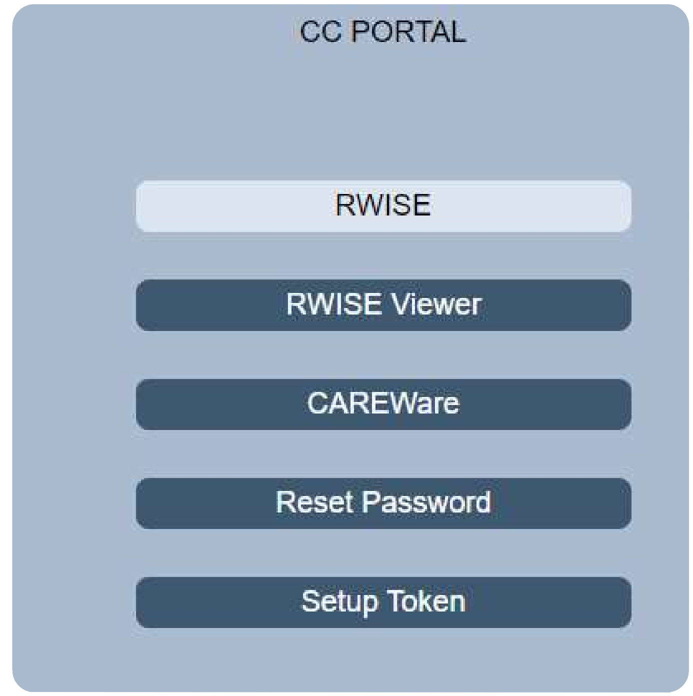
Innovative Information Solutions

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



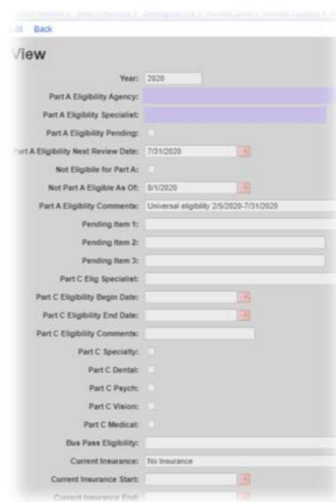
HTTPS://LVTGARWISE.JPROG.NET/CCPORTAL/

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.

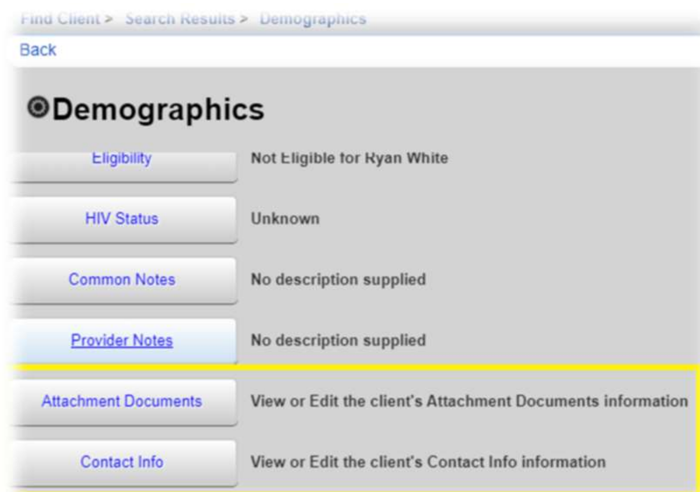
What's this replace?

Legacy CAREWare eligibility tracking

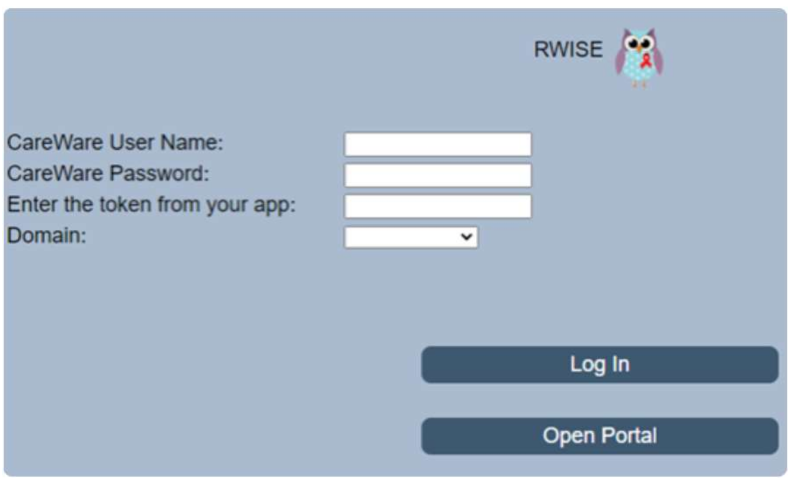
Annual Review custom tab



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



Login

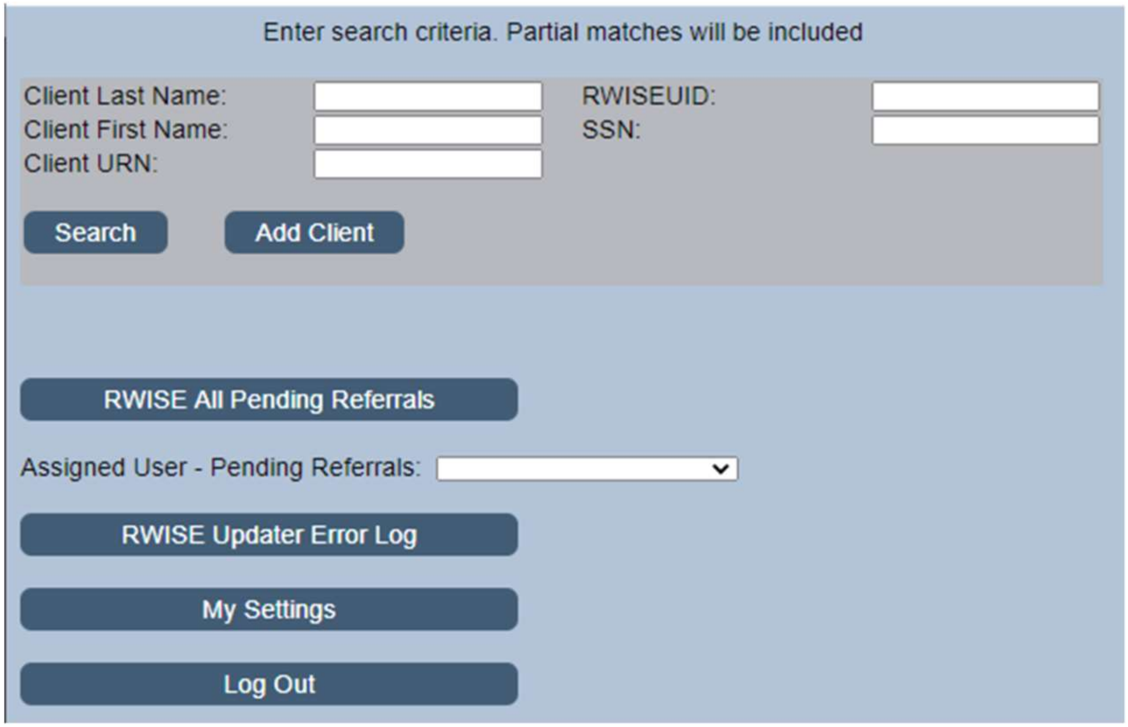


- Username=same as CAREWare
- Password=same as CAREWare
- Token=same as CAREWare
- Domain
  - All users will select their domain
    - This is your "agency."

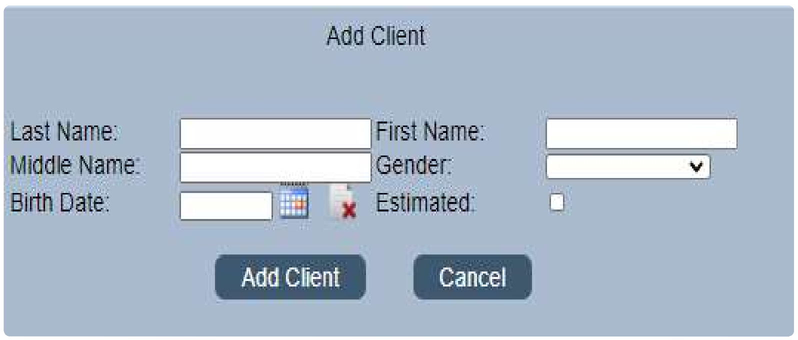
RWISE Main Screen

<u>**Page Functions**</u>

- **Search** - Search's for a client using the entered criteria
- **Add Client** – Adds client record
- **RWISE 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
- **RWISE 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 RWISE



Add Client



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

Add Client Cancel

Page Functions:

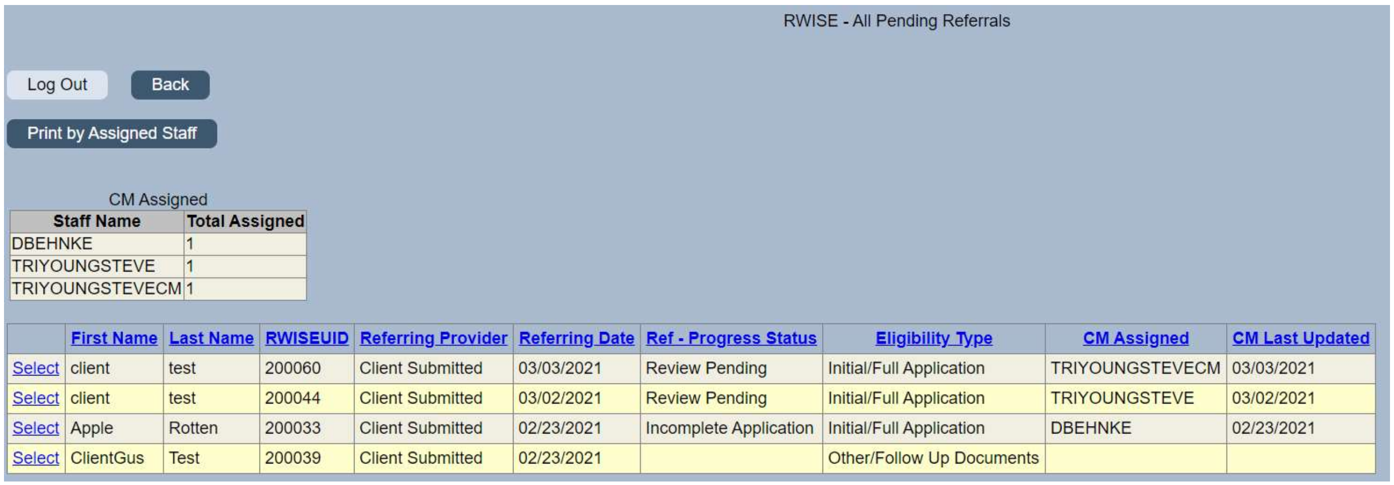
▶**Add Client** – Adds Client

▶**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

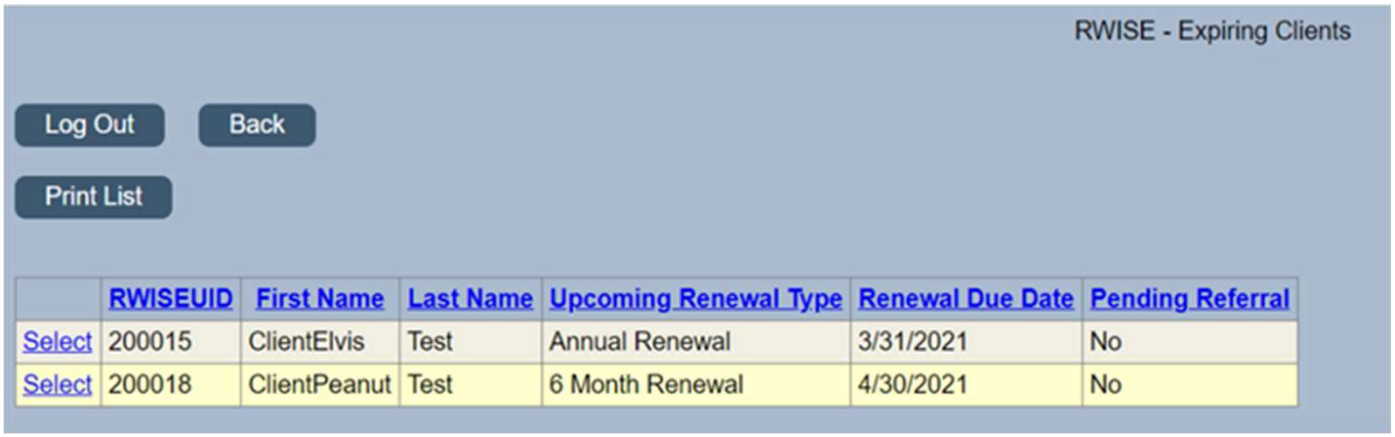
	First Name	Last Name	RWISEUID	Referring Provider	Referring Date	Ref - Progress Status	Eligibility Type	CM Assigned	CM Last Updated
Select	client	test	200060	Client Submitted	03/03/2021	Review Pending	Initial/Full Application	TRIYOUNGSTEVECM	03/03/2021
Select	client	test	200044	Client Submitted	03/02/2021	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



	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

RWISE Client Display

Client Contact Information
- Quick Glance of client's Contact Information

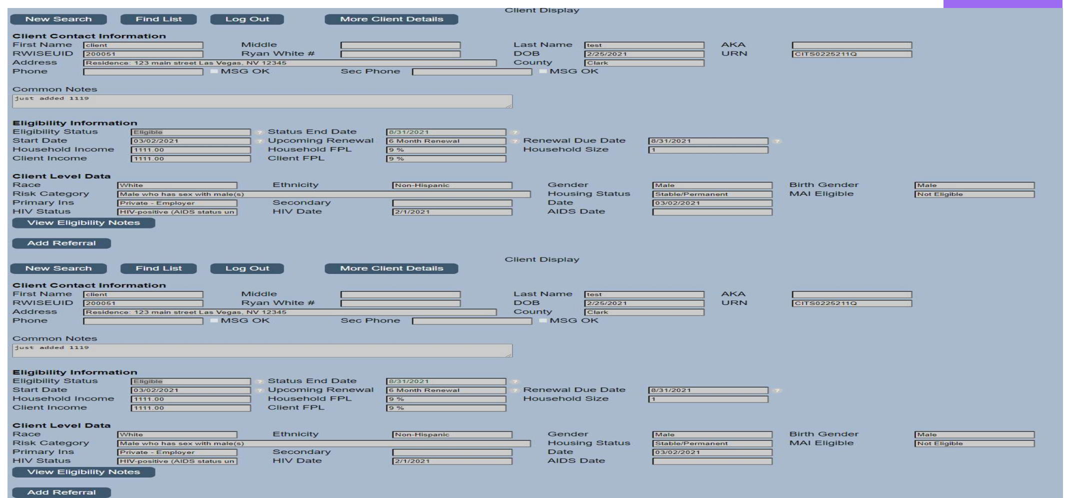
Eligibility Information
- Summary of client's Eligibility Status

Client Level Data
- Display of the client's most recently reported demographic information

RWISE 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



RWISE 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	

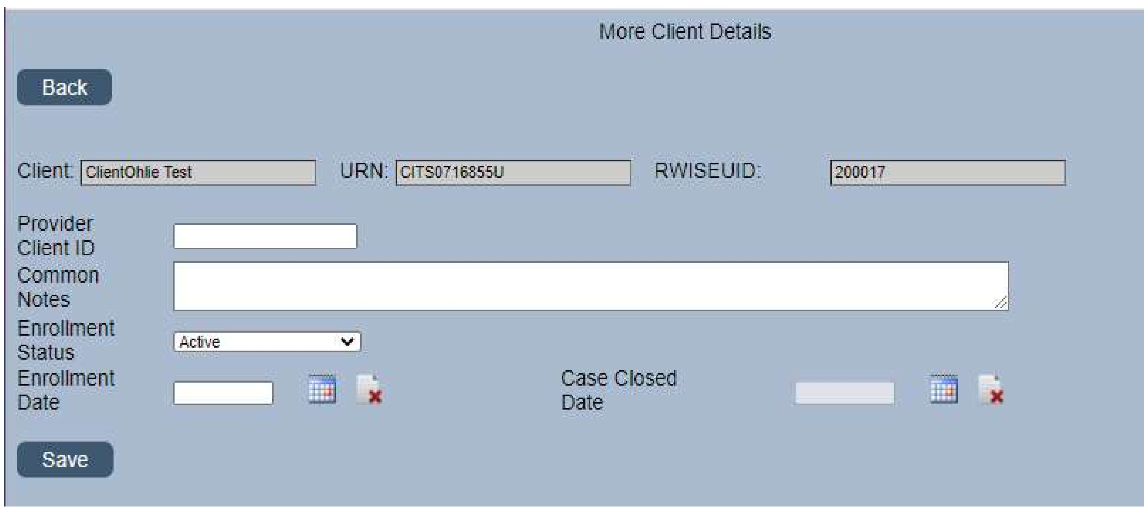
Diagnosis Documents

	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	RWISE Client Update	TriYoungSteveCM	
03/04/2021	RWISE Client Update	TriYoungSteveCM	
03/02/2021	RWISE Client Update	TriYoungSteve	

More Client Details



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

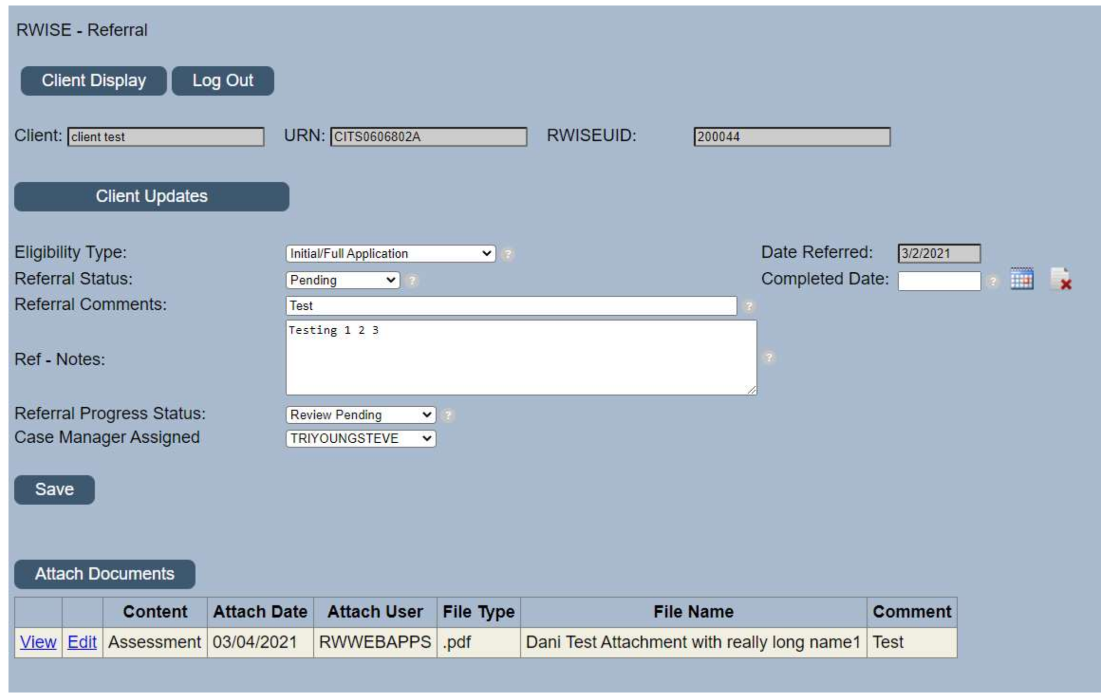
Referrals are used to keep track of what needs to be processed. This includes new applications, eligibility renewals, updating client level data, or just adding additional supporting documentation to the client record

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.



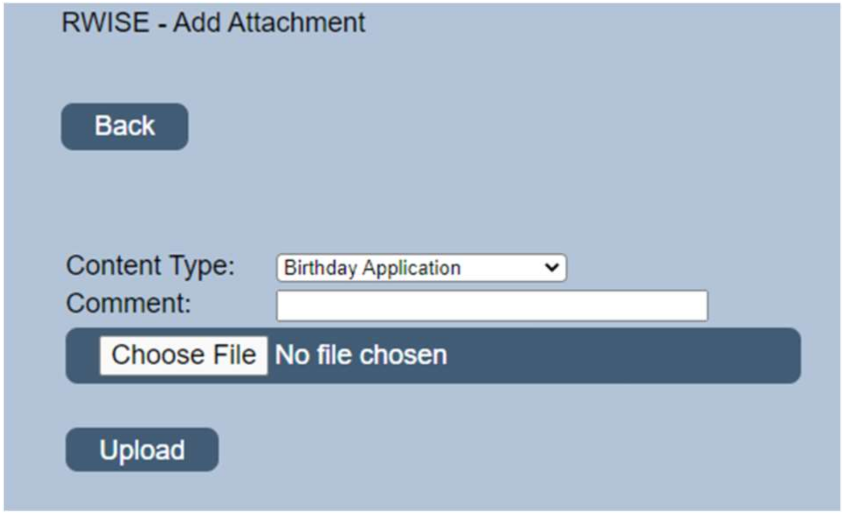
Attach Documents

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.



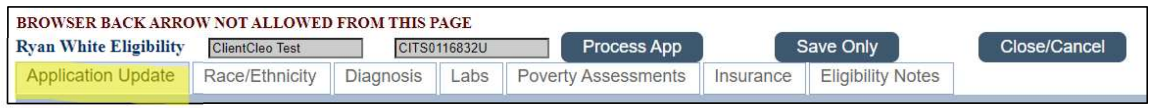
Types of Updates

- ***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

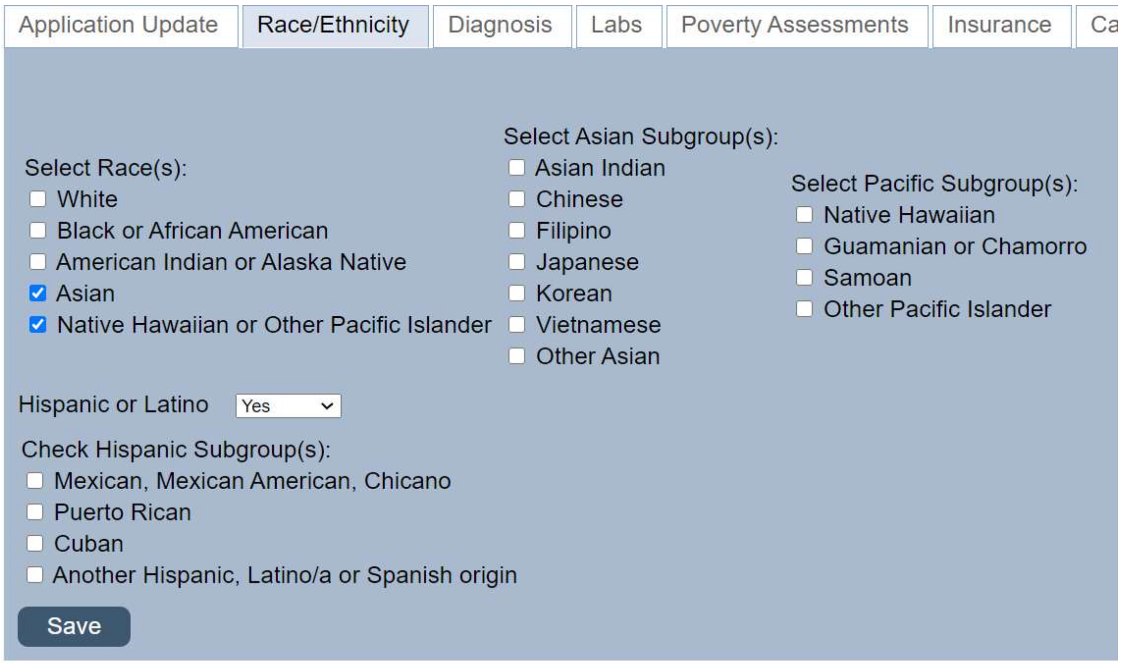
- This will appear after selecting **Application update** and **Client Update** from the referral screen.
- This is where the client's information is updated.
- In RWISE, different data elements are separated into different Tabs.



RWISE Eligibility Tabs

RACE/ETHNICITY

*RSR Required Data Element



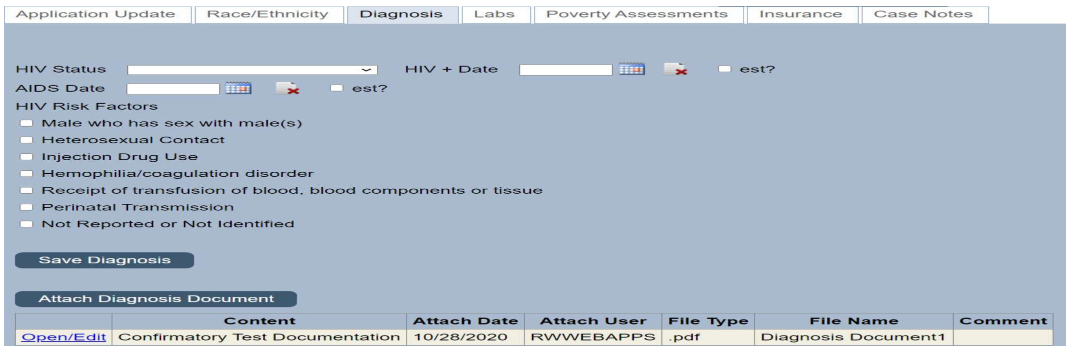
- ✓ When a **Race** with subgroups is selected, an additional list will appear as shown above. When Asian and/or Native Hawaiian or Other Specific Islander Races are chosen related subgroup options populate
- ✓ The **Ethnicity** dropdown contains Three options, Hispanic and Non-Hispanic. If Hispanic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

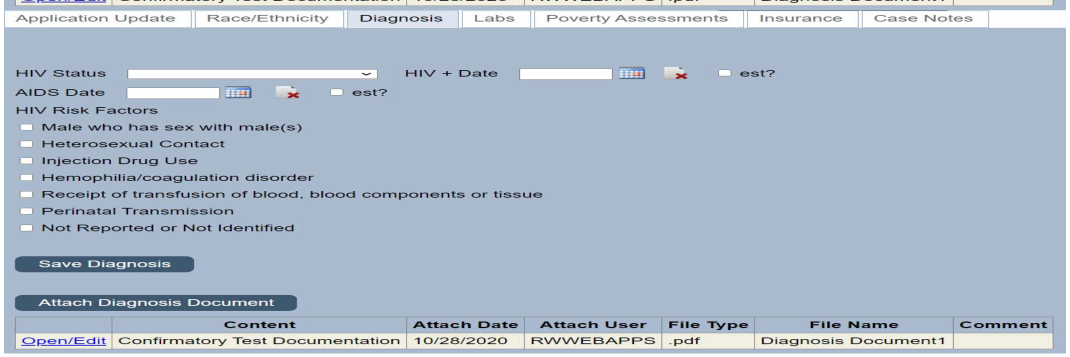
RWISE Eligibility Tabs

DIAGNOSIS

*RSR Required Data Element

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





<u>Page Functions:</u>

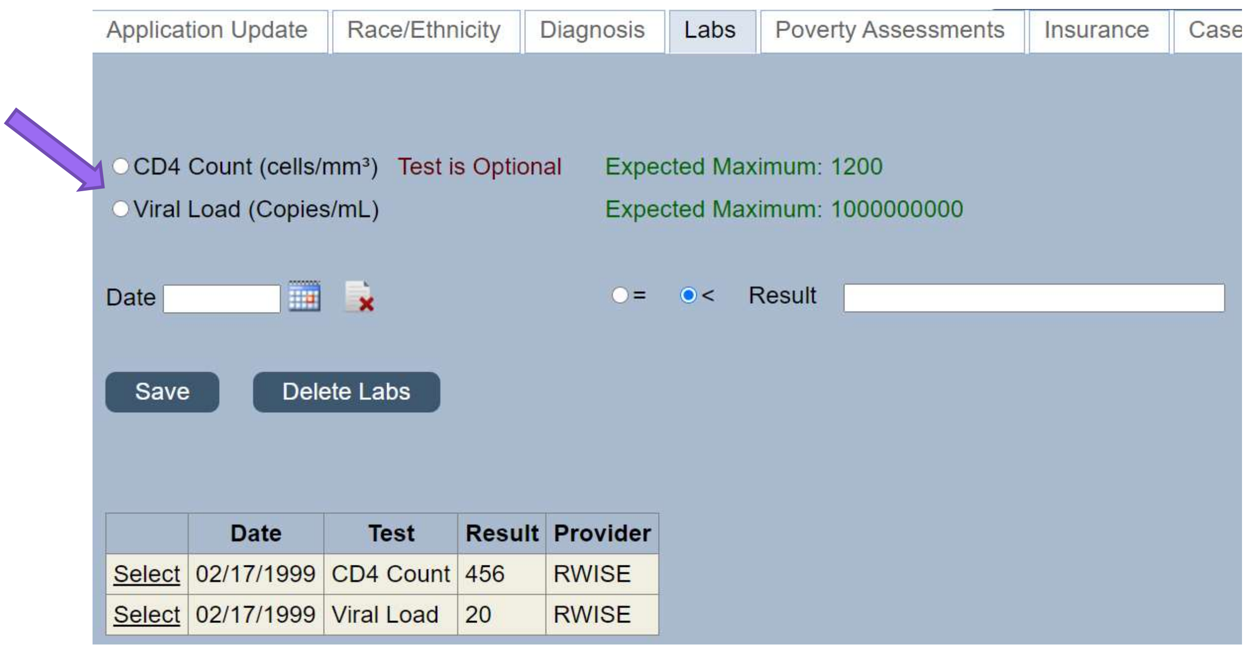
- **Save Diagnosis**– When selected, the Values entered for HIV/AIDS status and Risk Factors are saved to the client record.
- **Attach Diagnosis Attachment**– used to attach client diagnosis documents to client record. Once Saved ,this document is posted to the main client display screen as well as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

RWISE Eligibility Tabs

LABS

*RSR Required for certain Service Categories

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.

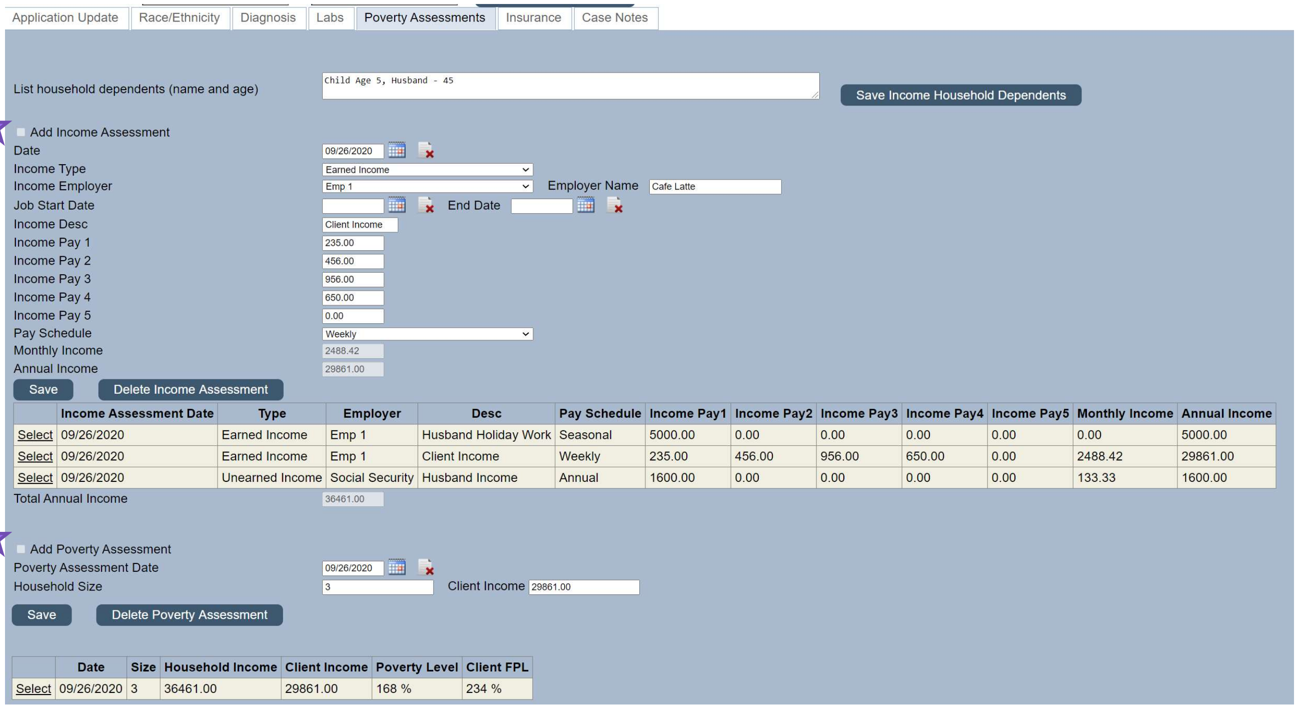


	Date	Test	Result	Provider
Select	02/17/1999	CD4 Count	456	RWISE
Select	02/17/1999	Viral Load	20	RWISE

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

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



	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

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

RWISE Eligibility Tabs

POVERTY ASSESSMENT

*FPL is an RSR Requirement

<u>Page Functions:</u>

▶**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

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

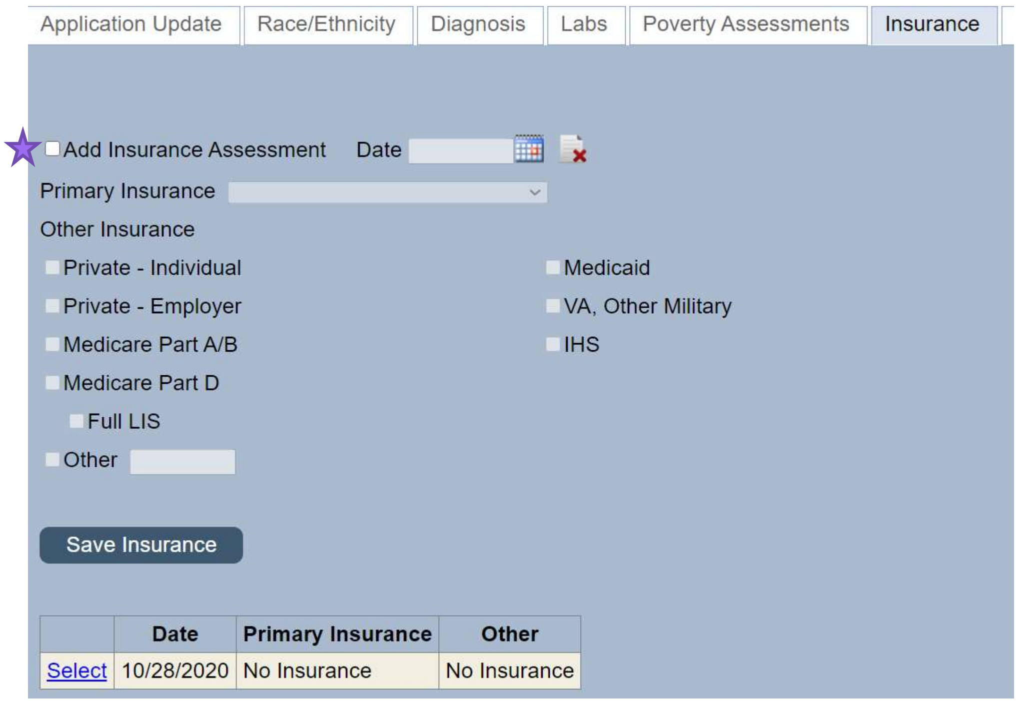
Annual Income: Enter Client's Annual Income

RWISE Eligibility Tabs

INSURANCE

*RSR Required

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.



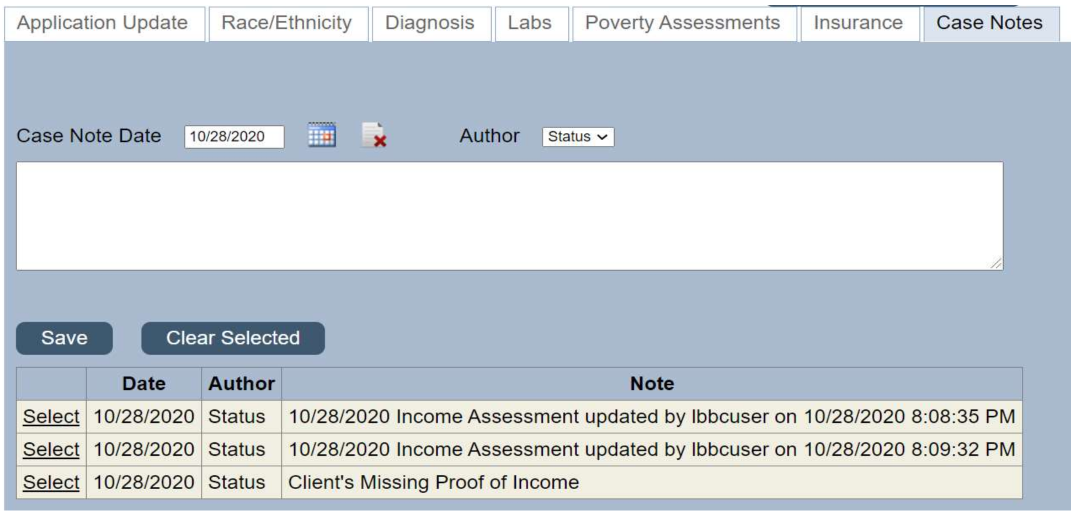
Page Functions:

- **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

ELIGIBILITY NOTES

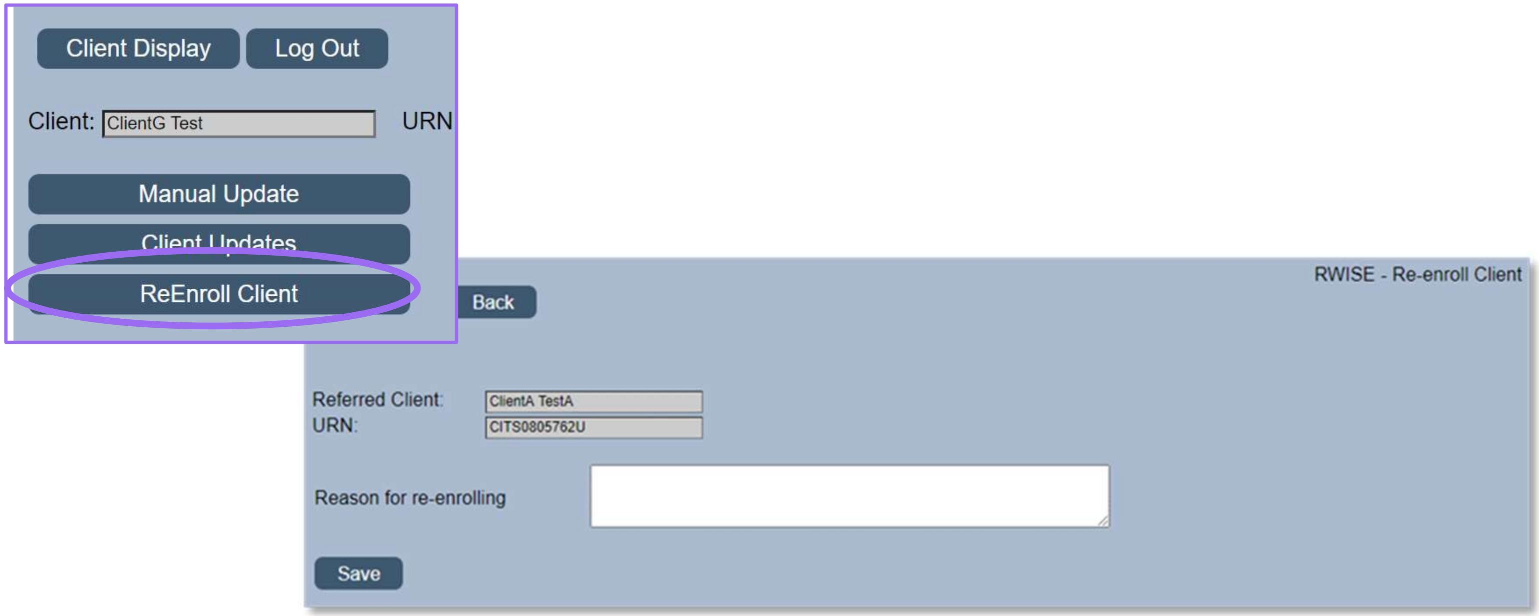
The **Case Notes** tab is where any notes regarding the client's eligibility/referral can be recorded..



<u>Page Functions:</u>

- **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.

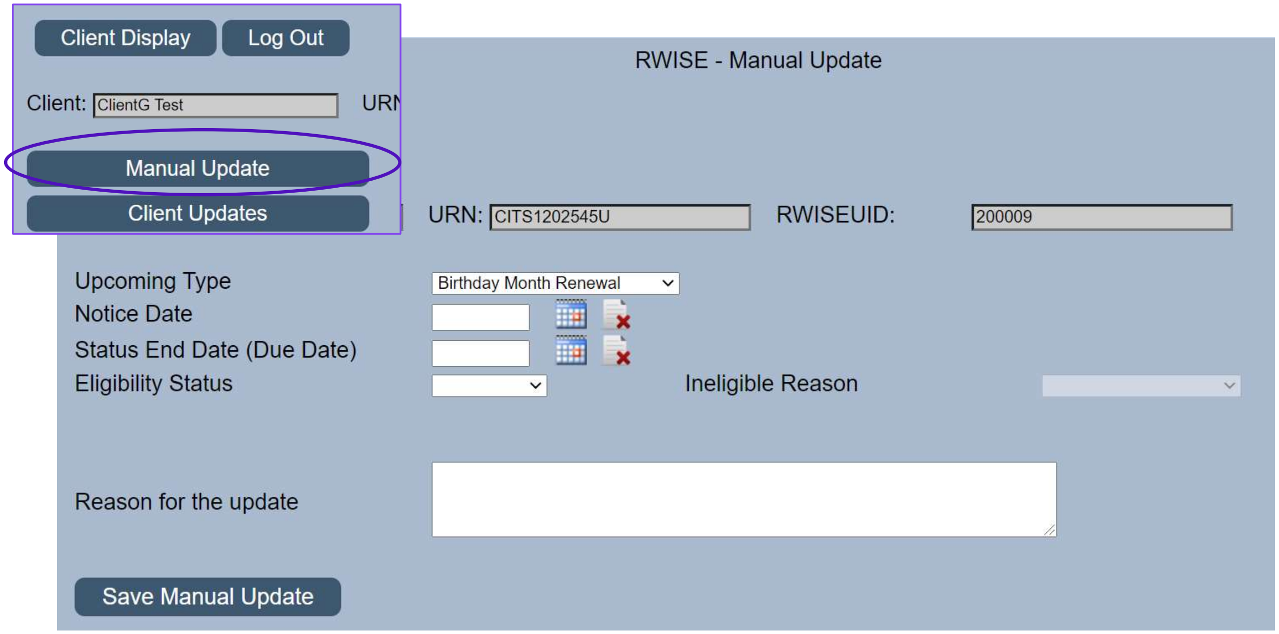


ReEnroll Client

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

Manual Update

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



- **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**

Please Note: Only available for RWISE Super Users

Thank You!

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