Clark County RWISE

Ryan White Integrated Statewide Eligibility



Overview

- Ryan White Integrated Statewide Eligibility (RWISE) is a webbased 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

CC PORTAL	
RWISE	
RWISE Viewer	
CAREWare	
Reset Password	
Setup Token	

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

Eligibility	Ryan White Eligible
HIV Status	HIV-positive (not AIDS) Estimated HIV Date: 02/05/2015
	RW ELIGIBILITY 06/24/202012/31/2020
	06/25/19 Universal eligibility exp 12/31/19
	RW Eligible 2/25/19 through 5/30/19 (2 align with DOB)
Common Notes	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

1 Back		
6 6804		
iew		
Year:	2020	
Part A Eligibility Agency:		
Part A Eligibility Specialist:		
Part A Eligibility Pending:		
A Eligibility Next Review Date:	7/31/2020	
Not Eligibile for Part A:		
Not Part A Eligible As Of:	8/1/2020	
Part A Eligibility Commenta:	Universal eligibility 2/5/2020-7/31/2020	
Pending Item 1:		
Pending Item 2:		
Pending Item 3:		
Part C Elio Specialist:		
Part C Elipibility Begin Date:		
Part C Elipibility End Date:		
Part C Elicibility Commenta:		
Part C Specialty:		
Part C Dental:		
Part C Paych:		
Part C Vision:		
Part C Medical:		
Dus Pass Eligibility:		
Current Insurance:	No Insurance	
Current Insurance Start:		

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

Find Client > Search Results > Demographics Back

Demographics

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



	RWISE
CareWare User Name: CareWare Password: Enter the token from your app: Domain:	
	Log In
	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
- 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

RWISE Main Screen

Enter search criteria. Parti	al matches will be included
Client Last Name: Client First Name: Client URN: Search Add Client	RWISEUID: SSN:
RWISE All Pending Referrals	
Assigned User - Pending Referrals: RWISE Updater Error Log	~
My Settings	
Log Out	





Page Functions:

- >Add Client Adds client record
- Cancel Return to Main Page

	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											
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TRIYO	UNGSTEVE	1										
TRIYO	UNGSTEVEO	CM 1										
	First Name	Last Name	RWISEUID	Referring Provider	Referring Date	Ref - Progress Status	Eligibility Type	CM Assigned	CM Last Updated			
<u>Select</u>	client	test	200060	Client Submitted	03/03/2021	Review Pending	Initial/Full Application	TRIYOUNGSTEVECM	03/03/2021			
<u>Select</u>	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			
<u>Select</u>	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

Log (Print	Dut E List	Back				RWISE - Expiring Clie
	RWISEUID	First Name	Last Name	Upcoming Renewal Type	Renewal Due Date	Pending Referral
Select	200015	ClientElvis	Test	Annual Renewal	3/31/2021	No
	000040	Oliver Descent	Teet	6 Month Donowal	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

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 Client Display

					CI	nent Displ	ay						
New Sea	arch	Find List Log G	hut 🖉	More Clier	nt Details								
First Name RWISEUID Address	Client 200051 Residence:	123 main street Las Vegas, NV	idle an White #	[Last Nam DOB County	10 test 2/25/2021 Clark] AKA] URN	CIT50225211Q			
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just added :	1119												
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More Client Details

Back Client. ClientOhl	ie Test URN: CITS0716855	U RWISEUID:	200017
Provider Client ID Common Notes			
Enrollment Status Enrollment Date	Active	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.

- Eligibility Type Highlight the type of documents you are processing, i.e. 6month/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 Referrals – Fields Explained

RW	'ISE -	- Ref	erral							
	Clien	nt Dis	play L	og Out						
Clie	nt: 🖂	lient te	st	URI	N: CITS0606802A		RWISEUID:	200044		
		CI	ient Updates							
Elig	ibility	/ Тур	e:	Initia	al/Full Application	▼ 8		Date Referred	d: <u>3/2/2021</u>	
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	ave									
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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 Atta	achment		
Back			
Content Type:	Birthday Application	~	
Comment:	No file chosen		
Choose File	NO IIIE CHOSEI		
Upload			





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

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

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	CITSO	116832U	Process App) s	Save Only	Close/Cancel		
Application Update	Race/Ethnicity	Diagnosis	Labs	Poverty Assessments	Insurance	Eligibility Notes			

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Select Race(s): White Black or African A American Indian of Asian Native Hawaiian of	omerican or Alaska Native or Other Pacific Isl	Select Asia Chi Filip Jap Kor ander Vie Oth	Asian Su an Indian nese bino anese ean tnamese er Asian	ubgroup(s):	Select Pacific Native Ha Guamania Samoan Other Pac	: Subgroup(s) waiian an or Chamorr ific Islander	: O
Hispanic or Latino Check Hispanic Subg Mexican, Mexican Puerto Rican Cuban Another Hispanic, Save	Yes group(s): h American, Chican Latino/a or Spani	no sh origin					

- 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

, de la contraction	Undate	Race/Eth	picity Dia	anosis Labs	Poverty Asses	ssments	Insurance C	ase Notes
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	Drug Use							
- Hemoph	nilia/coagu	lation disor	rder					
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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.

RWISE Eligibility Tabs

DIAGNOSIS *RSR Required Data Element 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.

Applicat	tion Update	Race/Ethn	icity I	Diagnosis	Labs	Pover	ty Assessments	Insurance	Ca
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Date				•=	•<	Result			
Save	Dele	ete Labs							
-	Date	Test	Result	Provider					
		OD4 Count	156	DW/ICE					
Select	02/17/1999	CD4 Count	450	INVISE					

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 L	Labs Poverty A	Assessments	Insurance	Case Note	S						
*	List household deper Add Income Asse Date Income Type Income Employer Job Start Date Income Desc Income Pay 1	ndents (name ar	nd age)	Child Age 5, Husb 09/26/2020 III Earned Income Emp 1 Client Income 235.00	and - 45	× × Em	ployer Name	Cafe Latte		Save In	come Househo	d Dependents	•	
	Income Pay 2 Income Pay 3 Income Pay 4 Income Pay 5 Pay Schedule Monthly Income Annual Income Save De	lete Income Ass	sessment	456.00 956.00 650.00 0.00 Weekly 2488.42 29861.00		*								
	Income Ass	essment Date	Туре	Employer	Des	c F	ay Schedule	Income Pay1	Income Pay2	Income Pay3	Income Pay4	Income Pay5	Monthly Income	Annual Inco
	Select 09/26/2020		Earned Income	Emp 1	Husband Hol	iday Work S	easonal	5000.00	0.00	0.00	0.00	0.00	0.00	5000.00
	Select 09/26/2020		Earned Income	Emp 1	Client Income	e V	Veekly	235.00	456.00	956.00	650.00	0.00	2488.42	29861.00
	Select 09/26/2020		Unearned Income	e Social Security	Husband Inco	ome A	nnual	1600.00	0.00	0.00	0.00	0.00	133.33	1600.00
*	Total Annual Income Add Poverty Asses Poverty Assessment Household Size Save Det Date Select 09/26/2020	ssment Date lete Poverty Ass Size Househo 3 36461.00	sessment old income Client 29861	36461.00 09/26/2020 3 t Income Povert .00 168 %	X Client In ty Level Clien 234 9	come 29861.0 It FPL %	0							

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.

Applicat	ion Update	Race/Ethnicity	Diagnosis	Labs	Poverty Assessments	Insurance
		П				
		accoment Data				
	isurance As	sessment Date		×		
Primary	Insurance		~			
Other In	surance					
Privat	e - Individua	l		Medica	aid	
Privat	e - Employe	r		VA, Ot	her Military	
Medic	are Part A/B	3		IHS		
Medic	are Part D					
Ful	LIS					
Other						
	Participant and an and an and					
Save	Insurance					
	Date	Primary Insurance	Other			
Select	10/28/2020	No Insurance	No Insuranc	e		

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..

Applicati	ion Update	Race/Et	thnicity	Diagnosis	Labs	Poverty Assessments	Insurance	Case Note	
Case Note Date 10/28/2020									
								1.	
Save	Clea	ar Selecter	d						
Save	Clea	ar Selecte	d						
Save	Clea	ar Selected Author	d			Note			
Save <u>Select</u>	Clea Date 10/28/2020	ar Selecter Author Status	d 10/28/20	20 Income As	sessmer	Note nt updated by lbbcuser or	10/28/2020 8	3:08:35 PM	
Save Select Select	Clea Date 10/28/2020 10/28/2020	ar Selecter Author Status f Status f	d 10/28/20 10/28/20	20 Income As 20 Income As	sessmer	Note nt updated by lbbcuser or nt updated by lbbcuser or	10/28/2020 8 10/28/2020 8	3:08:35 PM 3:09:32 PM	

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 Client: ClientG Test	OutURN	
Manual Update Client Updates		
ReEnroll Client	Back	RWISE - Re-enroll Client
R U	Referred Client: ClientA TestA	
F	Reason for re-enrolling	

ReEnroll Client

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



- 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' eligibility status

Please Note: Only available for RWISE Super Users

Thank You!

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