# Clark County RWISE Viewer

Ryan White Integrated Statewide Eligibility

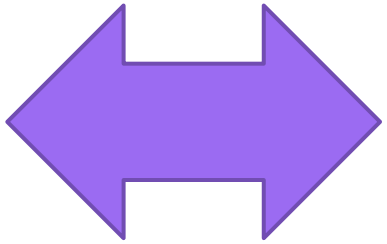
# Overview

- 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.)

# What does what?

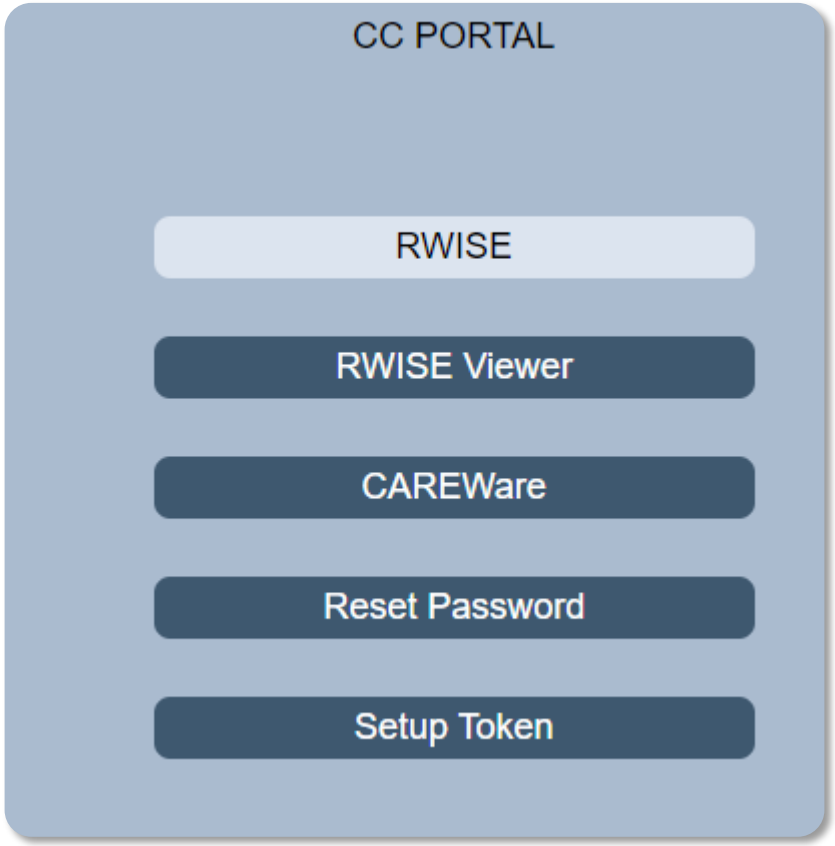
- RWISE Viewer
  - Add clients
  - Check eligibility
  - Refer clients for eligibility services
  - Add documents for changes to demographics to referrals
  - Add documents for eligibility processing to referrals



**Two front ends, one database!**

- CAREWare
  - Add services
  - Add labs
  - Add screenings
  - Add screening labs
  - Add immunizations
  - Add medications
  - Non-eligibility referrals
  - Run reports

# Clark County Portal

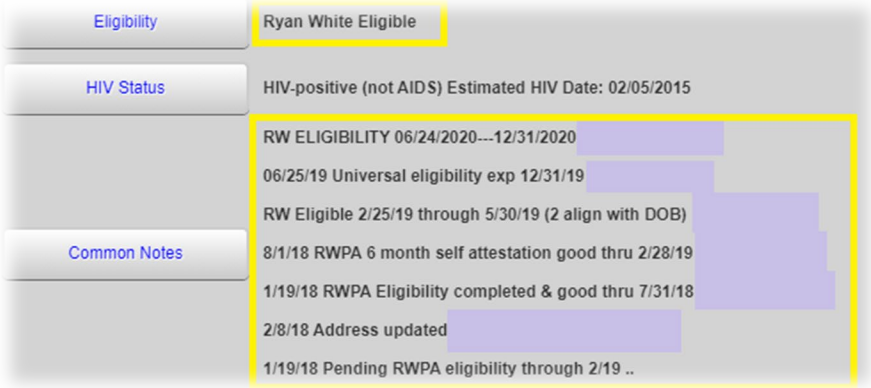



HTTPS://LVTGARWISE.JPROG.NET/CCPORTAL/

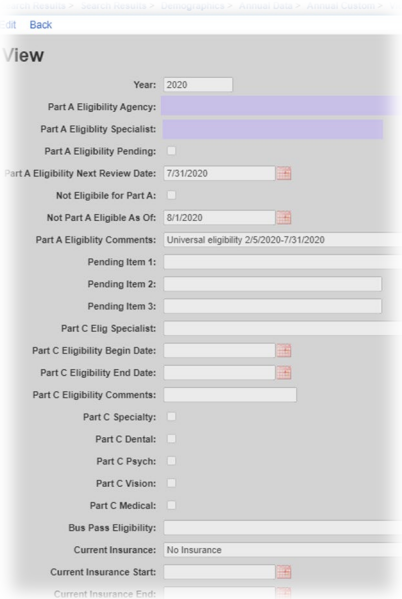
**Please Note:** The reset password feature is directly linked to CAREWare. If the password is changed in RWISE it will also impact CAREWare and vice versa.

# What's this replace?

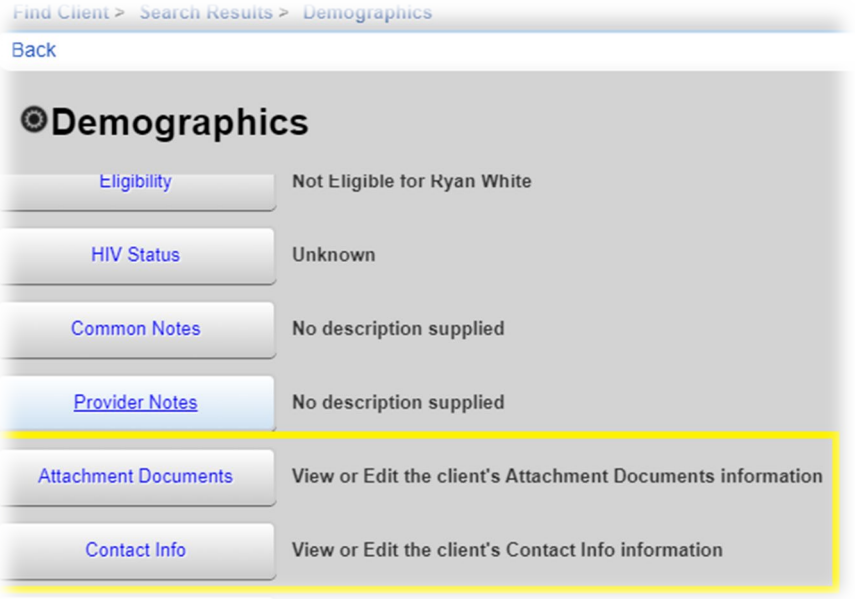
## Legacy CAREWare eligibility tracking



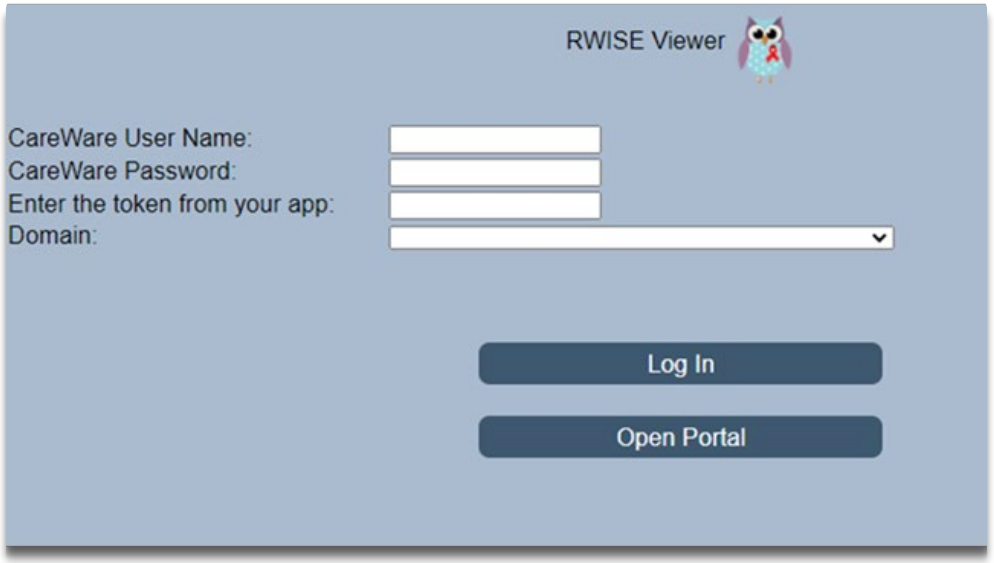

## Annual Review custom tab




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



# Login

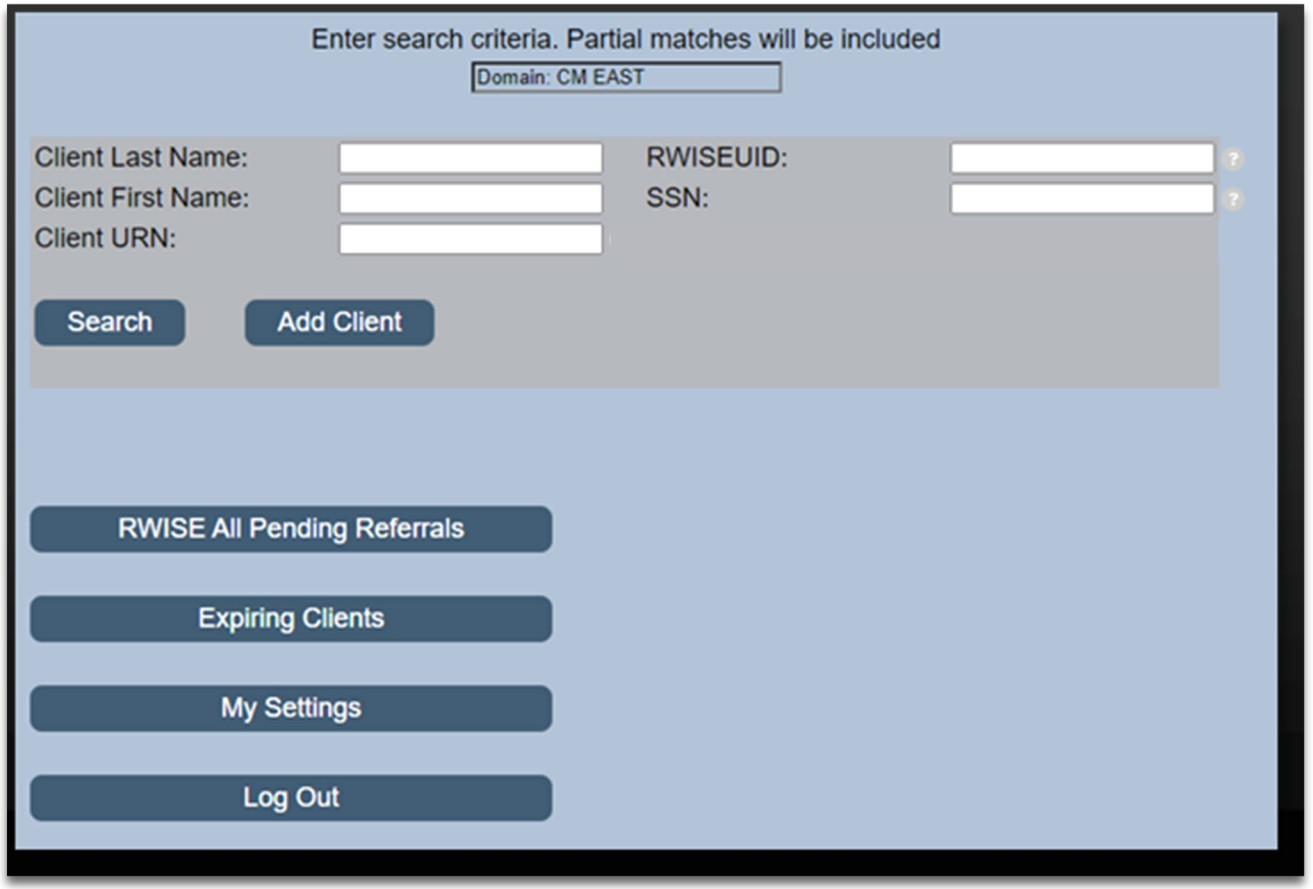



- Username=same as CAREWare
- Password=same as CAREWare
- Token=same as CAREWare
- Domain
  - All users will select their domain
    - This is your "agency."

# RWISE Viewer Main Screen

**Page Functions**

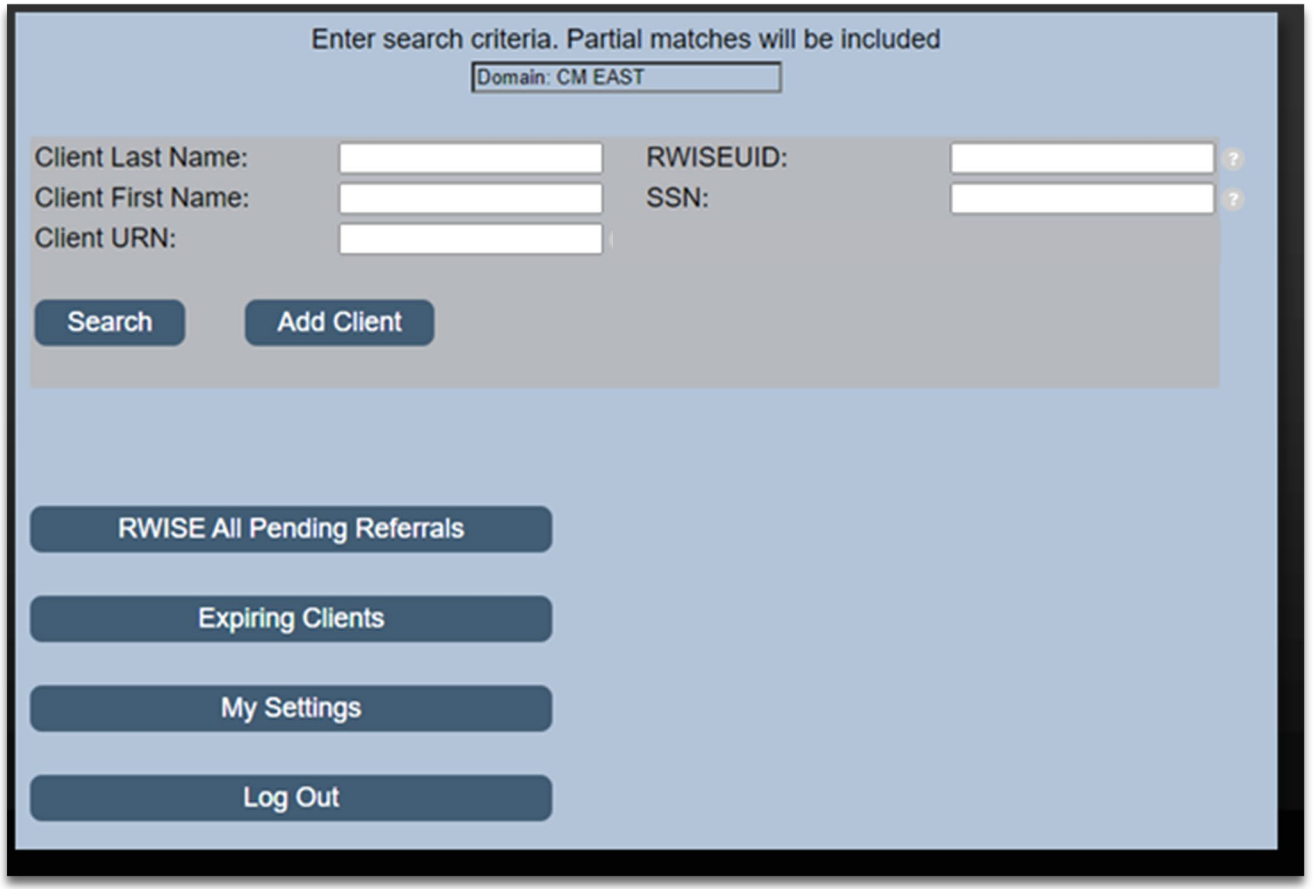
- **Search** - Search's for a client using the entered criteria
- **Add Client** – Adds client record
- **RWISE All Pending Referrals** - View list of clients with documentation under review
- **Expring Clients**– View list of with an eligibility end date set to expire within the next 60 days
- **My settings** – Manage password
- **Log Out** – Log out of RWISE



# RWISE Viewer Main Screen

**Search tips**

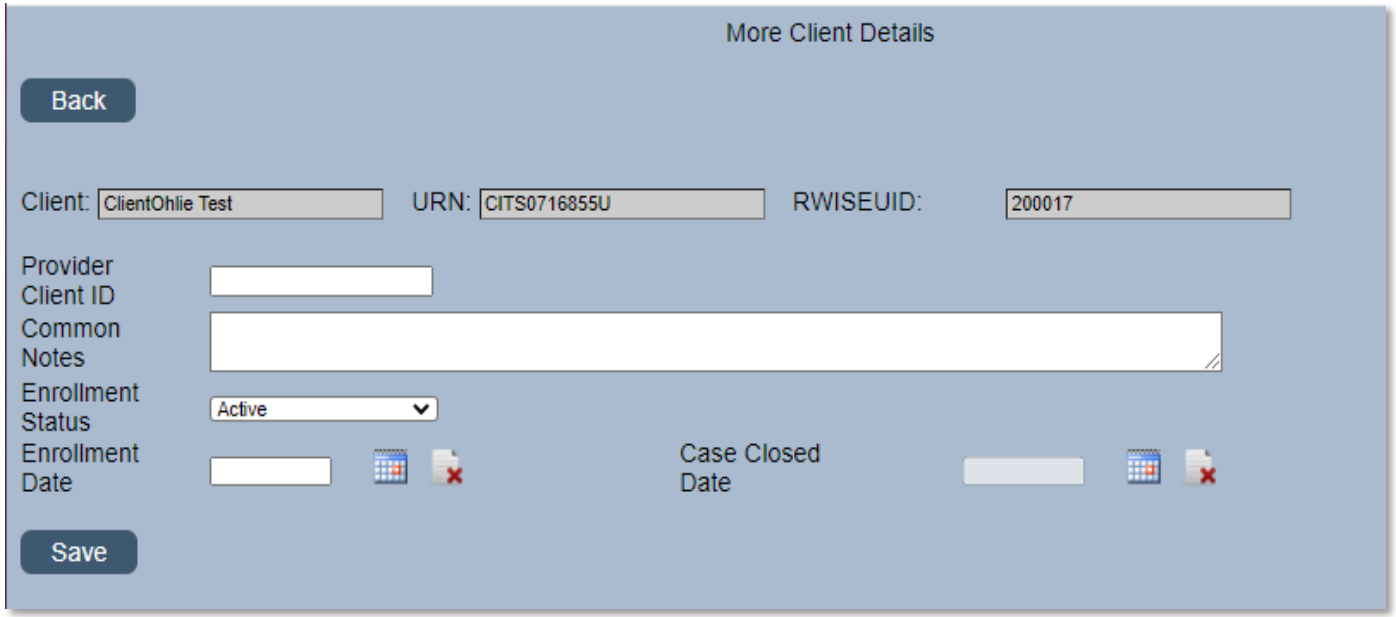
- Try Last name, first name
- Try date of birth
  - Less is more!



# RWISE Viewer Client Display

- New Search
  - Back to the Main Screen
- Find List
  - Back to the Search Results
- Log out
  - Back to your Login Screen
- More Client Details
  - Provider Specific Data Entry

# 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 Viewer Client Display

**Client Contact Information**

Quick Glance of client's Contact Information

**Eligibility Information**

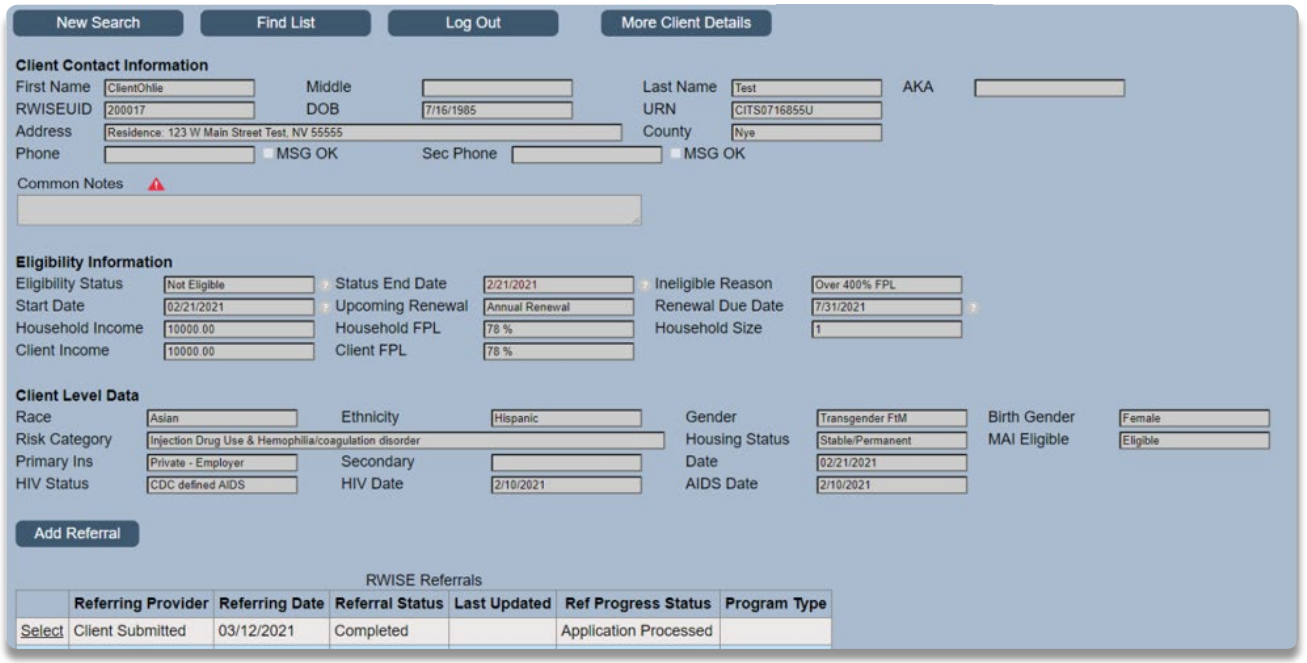
Summary of client's Eligibility Status

**Client Level Data**

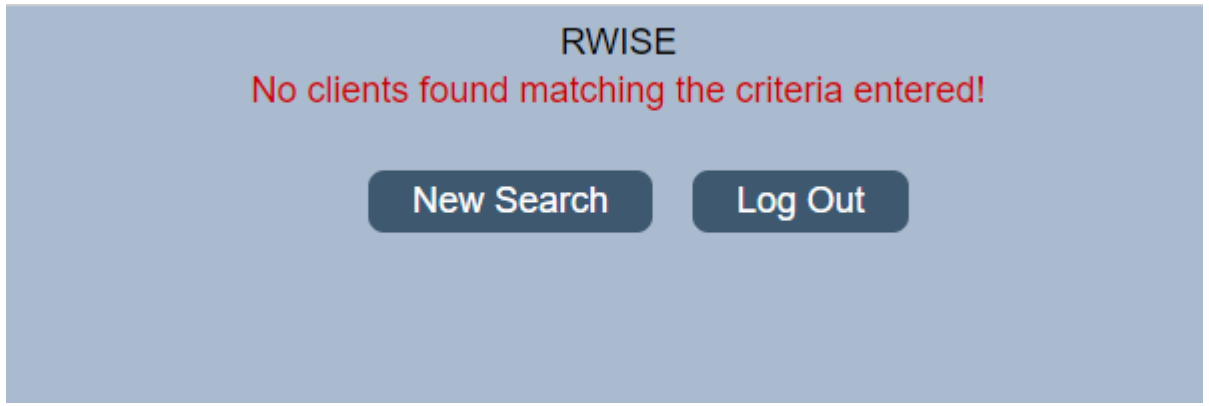
Display of the client's most recently reported demographic information

**RWISE Referrals**

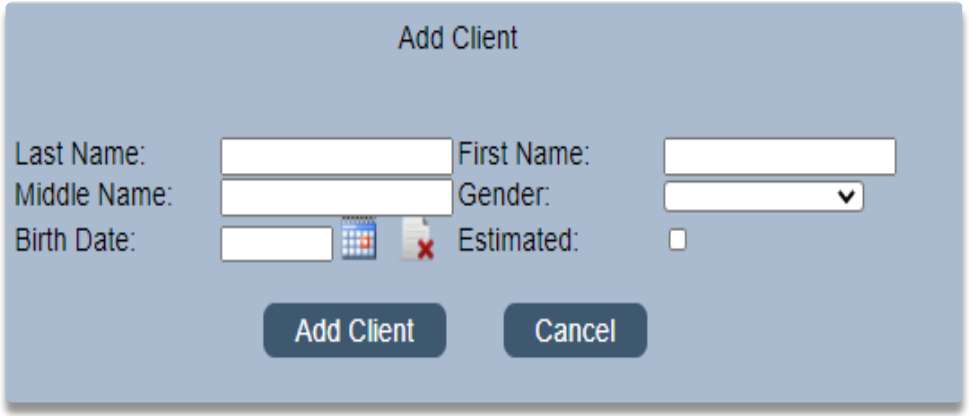
Quick Glance of client's Contact Information



# If only things always went smoothly…

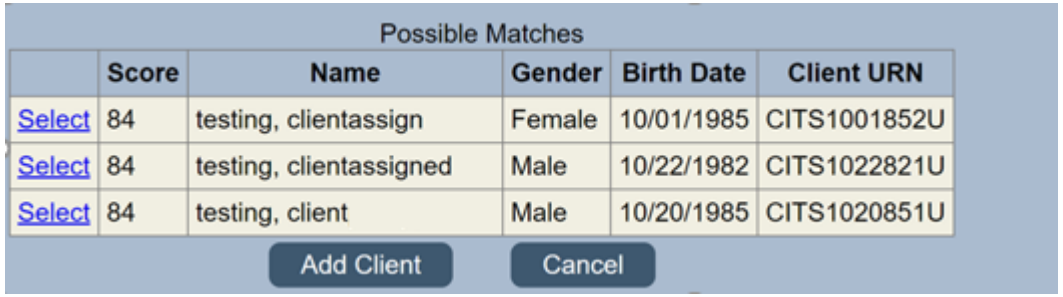


# Add Client




Page Functions:

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



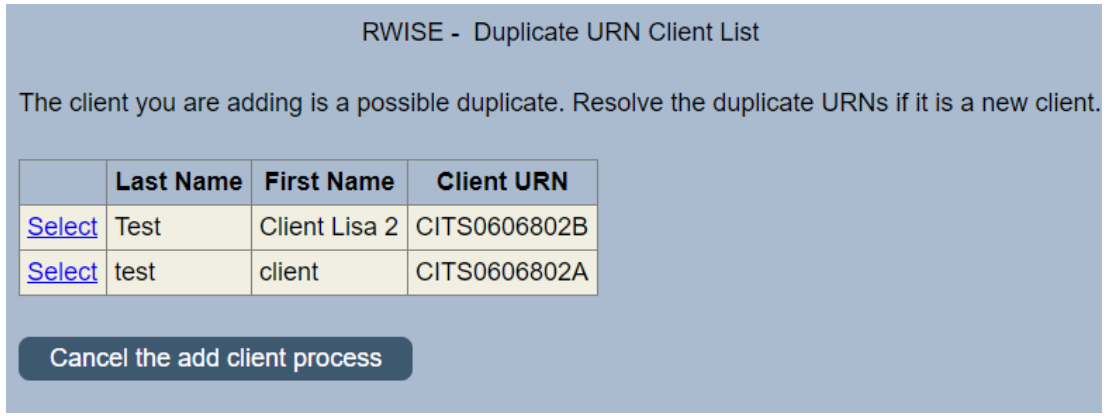

**Page Functions:**

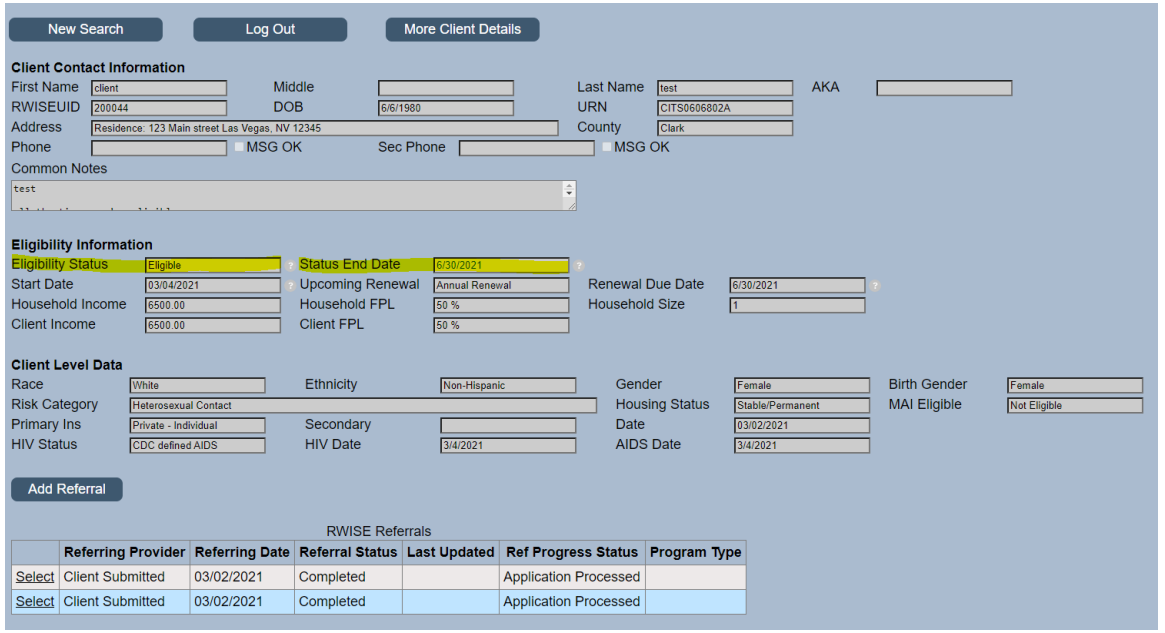
- **Add Client** – Adds Client
- **Cancel** – Return to Main Page
- **Select** – Opens a display with additional information about that client record for review

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

# Add Client—what can happen

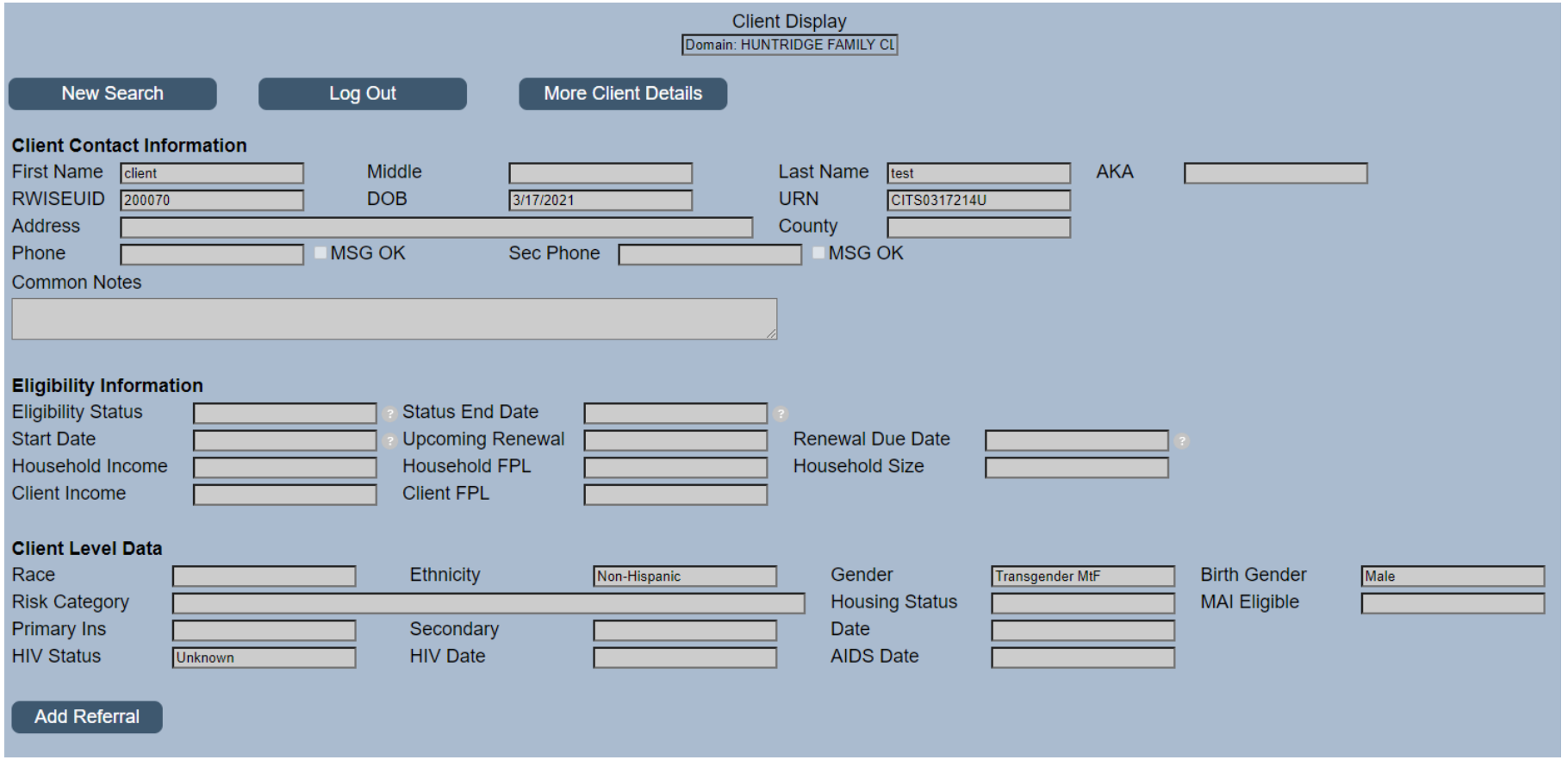
If the client is eligible, you can serve them with Ryan White funds.



# Add Client—what can happen

If the client's detail screen is blank or the eligibility status is not "Eligible," you cannot serve them with Ryan White funds.



# Add Client—what can happen

## Problem

If the client's detail screen is blank or the eligibility status is not "Eligible," you cannot serve them with Ryan White funds.

## If your agency processes RW eligibility

If the client wants to apply for RW services:

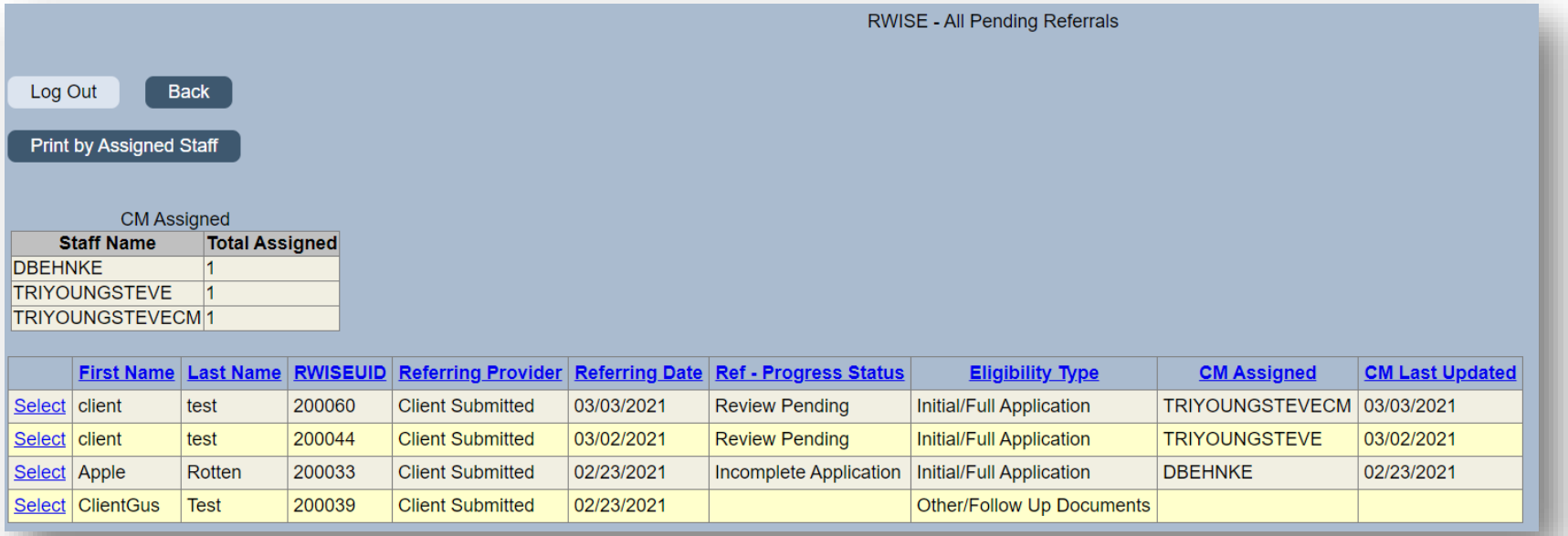
Create a referral for eligibility. Contact someone at your agency who can help the client process eligibility.

## If your agency ***does not*** process RW eligibility or the client ***has never had*** RW before

If the client wants to apply for RW services:

Create a referral for eligibility. ***Call*** an agency that processes eligibility so they can process the client's eligiblity. Give them the client identifiers (First name, Last Name, Gender, DOB) so they can add the client in RWISE to their domain and process the eligibility.

# 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 |

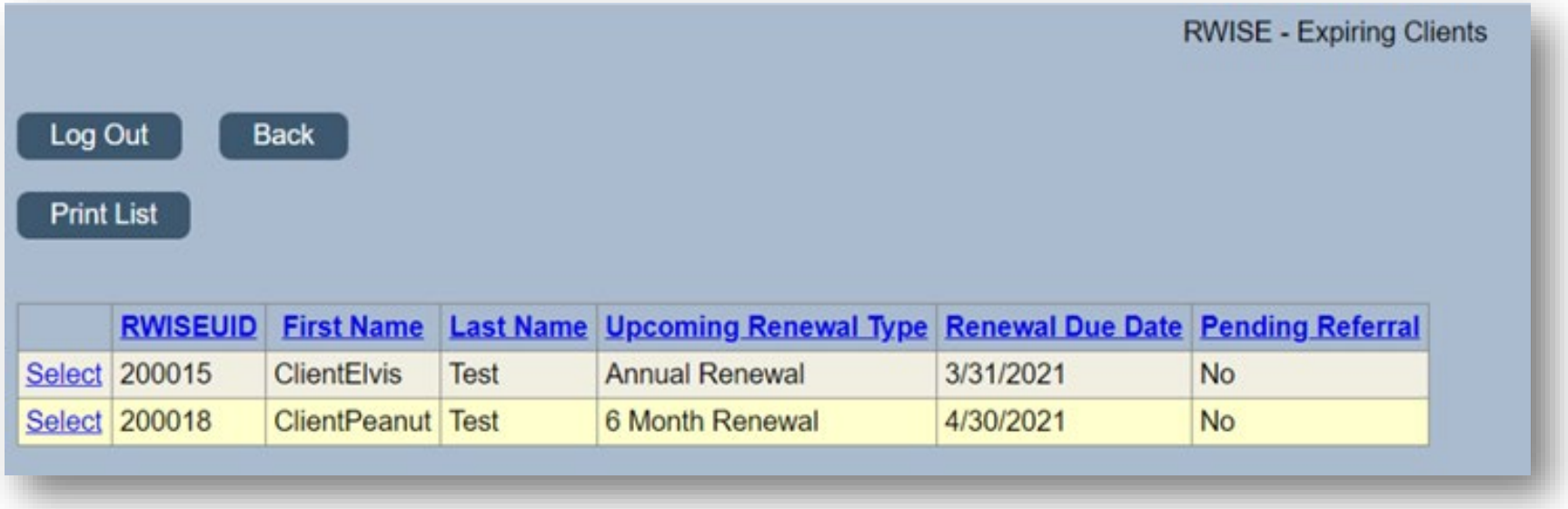
| | First Name | Last Name | RWISEUID | Referring Provider | Referring Date | Ref - Progress Status | Eligibility Type | CM Assigned | CM Last Updated |
|---|---|---|---|---|---|---|---|---|---|
| Select | client | test | 200060 | Client Submitted | 03/03/2021 | Review Pending | Initial/Full Application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




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 Eligibility Referrals

**Eligibility Referrals** are how all activities are managed in RWISE

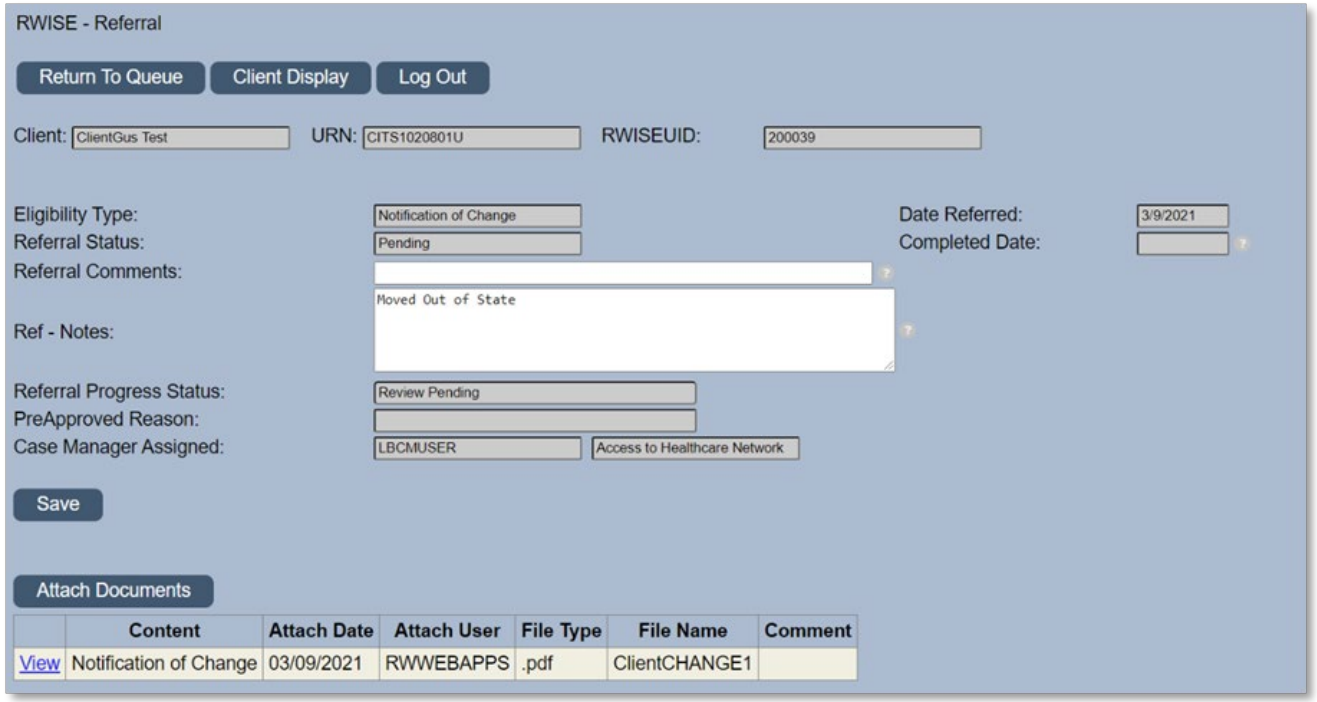
Referrals are used to keep track of what needs to be processed. This includes new applications, eligibility renewals, updating client level data, or just adding additional supporting documentation to the client record

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

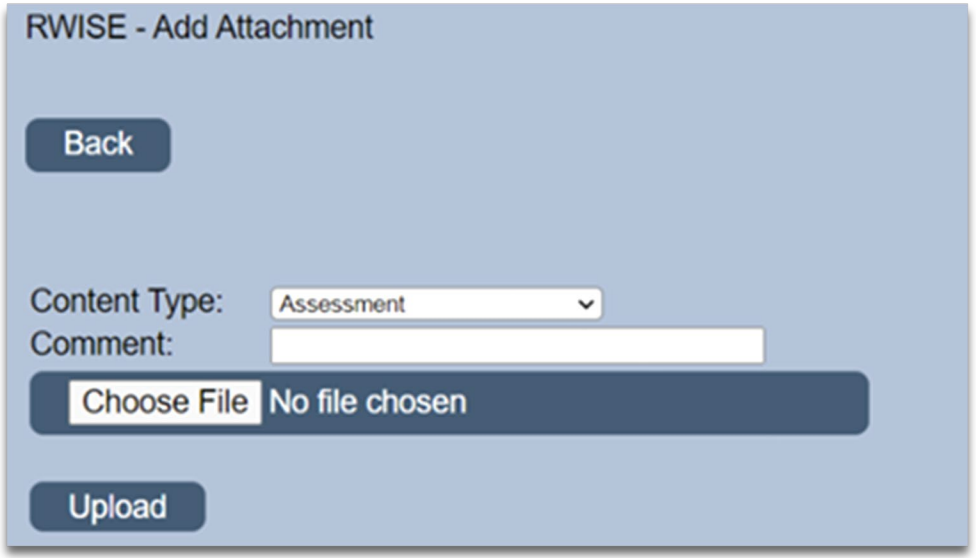
- **Eligibility Type** – When a referral is created from RWISE Viewer, this is Other/Follow Up Documents by default. The RWISE User assigned to reviewing this will change this accordingly
- **Referral Status** – Indicates the status of the referral, i.e. pending, completed, lost to follow-up and rejected
- **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** – Indicates the user assigned to working the referral, this can be changed by an RWISE User



# Attach Documents

**Content Type:**

- Assessment
- Confirmatory Diagnosis
- Notification of Change
- Other/Follow-Up Documents
- Reassessment




**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.

# So what do I do in each system?

- RWISE Viewer
  - Add clients
  - Check eligibility
  - Refer clients for eligibility services
  - Add documents for changes to demographics to referrals
  - Add documents for eligibility processing to referrals
- CAREWare
  - Add services
  - Add labs
  - Add screenings
  - Add screening labs
  - Add immunizations
  - Add medications
  - Non-eligibility referrals
  - Run reports

# Thank You!

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