

Clark County RWISE Viewer

Ryan White Integrated Statewide Eligibility



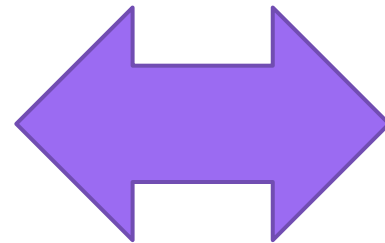
Overview

- ▶ 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

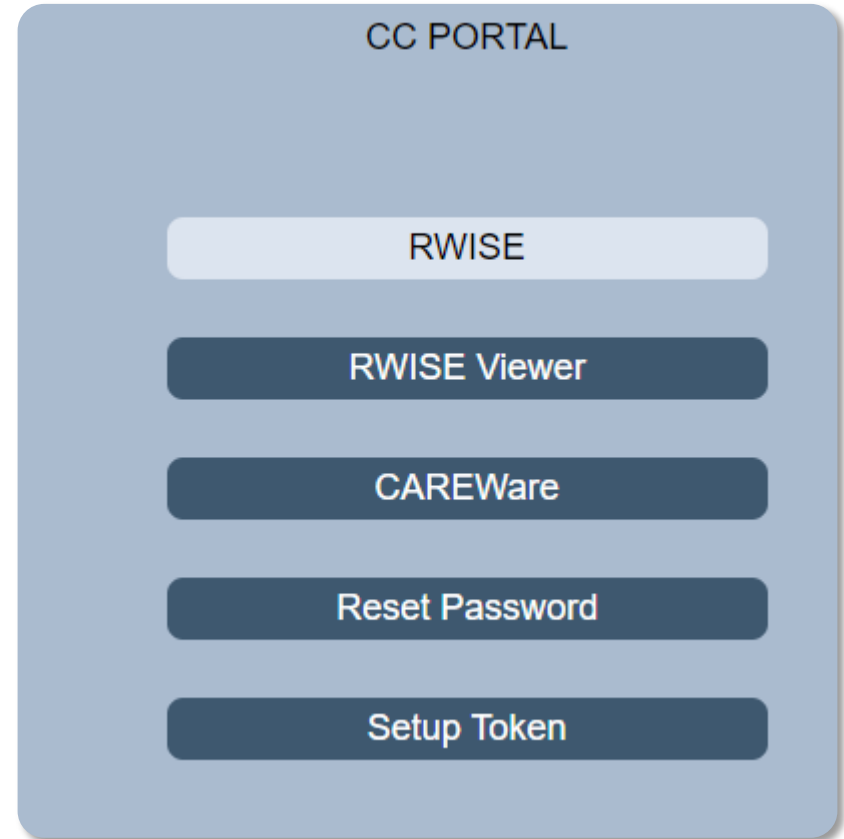


**Two front
ends, one
database!**

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

Annual Review custom tab

View

Year: 2020

Part A Eligibility Agency: [redacted]

Part A Eligibility Specialist: [redacted]

Part A Eligibility Pending:

Part A Eligibility Next Review Date: 7/31/2020

Not Eligible for Part A:

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 Eligibility Begin Date: [redacted]

Part C Eligibility End Date: [redacted]

Part C Eligibility Comments: [redacted]

Part C Specialty:

Part C Dental:

Part C Psych:

Part C Vision:

Part C Medical:

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

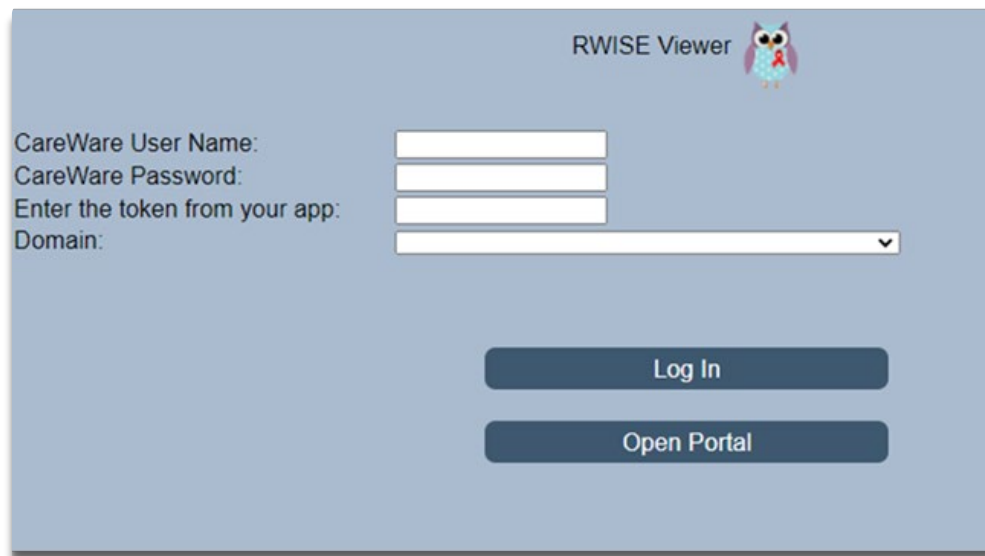
Find Client > Search Results > Demographics

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

Login



The screenshot shows the login interface for RWISE Viewer. At the top right, it says "RWISE Viewer" next to a small owl logo. On the left, 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: a single-line text box for the username, two stacked single-line text boxes for the password, a single-line text box for the token, and a dropdown menu for the domain. Below the input fields 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
- **Expiring 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

RWIS Viewer Main Screen

Enter search criteria. Partial matches will be included

Domain: CM EAST

Client Last Name: RWISUID: ?

Client First Name: SSN: ?

Client URN:

Search tips

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

RWISE Viewer Main Screen

Enter search criteria. Partial matches will be included

Domain: CM EAST

Client Last Name: RWISEUID: ?

Client First Name: SSN: ?

Client URN:

[Search](#) [Add Client](#)

[RWISE All Pending Referrals](#)

[Expiring Clients](#)

[My Settings](#)

[Log Out](#)

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

The screenshot displays the 'Client Contact Information' section of the RWISE Viewer interface. At the top, there are four navigation buttons: 'New Search', 'Find List', 'Log Out', and 'More Client Details'. Below these buttons, the 'Client Contact Information' section contains several input fields for client data:

Client Contact Information					
First Name	ClientOhlie	Middle			
RWISEUID	200017	DOB	7/16/1985		
Address	Residence: 123 W Main Street Test, NV 55555		County	Nye	
Phone		MSG OK	Sec Phone		MSG OK
Common Notes				▲	

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 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

New Search Find List Log Out More Client Details

Client Contact Information

First Name ClientOhlie Middle Last Name Test AKA
RWISUID 200017 DOB 7/16/1985 URN CITS0716855U
Address Residence: 123 W Main Street Test, NV 55555 County Nye
Phone MSG OK Sec Phone MSG OK

Common Notes

Eligibility Information

Eligibility Status Not Eligible Status End Date 2/21/2021 Ineligible Reason Over 400% FPL
Start Date 02/21/2021 Upcoming Renewal Annual Renewal Renewal Due Date 7/31/2021
Household Income 10000.00 Household FPL 78 % Household Size 1
Client Income 10000.00 Client FPL 78 %

Client Level Data

Race Asian Ethnicity Hispanic Gender Transgender FTM Birth Gender Female
Risk Category Injection Drug Use & Hemophilia/coagulation disorder Housing Status Stable/Permanent MAI Eligible Eligible
Primary Ins Private - Employer Secondary Date 02/21/2021
HIV Status CDC defined AIDS HIV Date 2/10/2021 AIDS Date 2/10/2021

Add Referral

RWISE Referrals

	Referring Provider	Referring Date	Referral Status	Last Updated	Ref Progress Status	Program Type
Select	Client Submitted	03/12/2021	Completed		Application Processed	

If only things always went smoothly...

RWISE

No clients found matching the criteria entered!

New Search



Log Out

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

Add Client—what can happen

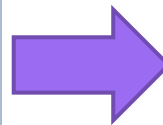
If the client is eligible, you can serve them with Ryan White funds.

RWISE - Duplicate URN Client List

The client you are adding is a possible duplicate. Resolve the duplicate URNs if it is a new client.

	Last Name	First Name	Client URN
Select	Test	Client Lisa 2	CITS0606802B
Select	test	client	CITS0606802A

[Cancel the add client process](#)



[New Search](#) [Log Out](#) [More Client Details](#)

Client Contact Information

First Name Middle Last Name AKA
 RWISEUID DOB URN
 Address County
 Phone MSG OK Sec Phone MSG OK
 Common Notes

Eligibility Information

Eligibility Status Status End Date
 Start Date Upcoming Renewal Renewal Due Date
 Household Income Household FPL Household Size
 Client Income Client FPL

Client Level Data

Race Ethnicity Gender Birth Gender
 Risk Category Housing Status MAI Eligible
 Primary Ins Secondary Date
 HIV Status HIV Date AIDS Date

[Add Referral](#)

RWISE Referrals

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

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.

Client Display
Domain: HUNTRIDGE FAMILY CL

New Search Log Out More Client Details

Client Contact Information

First Name	client	Middle		Last Name	test	AKA	
RWISEUID	200070	DOB	3/17/2021	URN	CITS0317214U		
Address				County			
Phone		MSG OK		Sec Phone		MSG OK	

Common Notes

Eligibility Information

Eligibility Status		?	Status End Date		?			
Start Date		?	Upcoming Renewal			Renewal Due Date		?
Household Income			Household FPL			Household Size		
Client Income			Client FPL					

Client Level Data

Race		Ethnicity	Non-Hispanic	Gender	Transgender MtF	Birth Gender	Male
Risk Category				Housing Status		MAI Eligible	
Primary Ins		Secondary		Date			
HIV Status	Unknown	HIV Date		AIDS Date			

Add Referral

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 eligibility. 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

RWISE - Expiring Clients

Log Out Back

Print List

	<u>RWISEUID</u>	<u>First Name</u>	<u>Last Name</u>	<u>Upcoming Renewal Type</u>	<u>Renewal Due Date</u>	<u>Pending Referral</u>
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 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

RWISE - Referral

[Return To Queue](#) [Client Display](#) [Log Out](#)

Client: URN: RWISEUID:

Eligibility Type: Date Referred:

Referral Status: Completed Date:

Referral Comments:

Ref - Notes:

Referral Progress Status:

PreApproved Reason:

Case Manager Assigned:

[Save](#)

[Attach Documents](#)

	Content	Attach Date	Attach User	File Type	File Name	Comment
View	Notification of Change	03/09/2021	RWWEBAPPS	.pdf	ClientCHANGE1	

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.

RWISE - Add Attachment

[Back](#)

Content Type:

Comment:

[Choose File](#) No file chosen

[Upload](#)

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