

# CUYAHOGA COUNTY BOARD OF HEALTH

YOUR TRUSTED SOURCE FOR PUBLIC HEALTH INFORMATION

5550 Venture Drive Parma, Ohio 44130  
216-201-2000 [www.ccbh.net](http://www.ccbh.net)

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**December 6<sup>th</sup> 2017**



**Ryan White Part A**  
Cleveland TGA

# What is Eligibility?

## Definition:

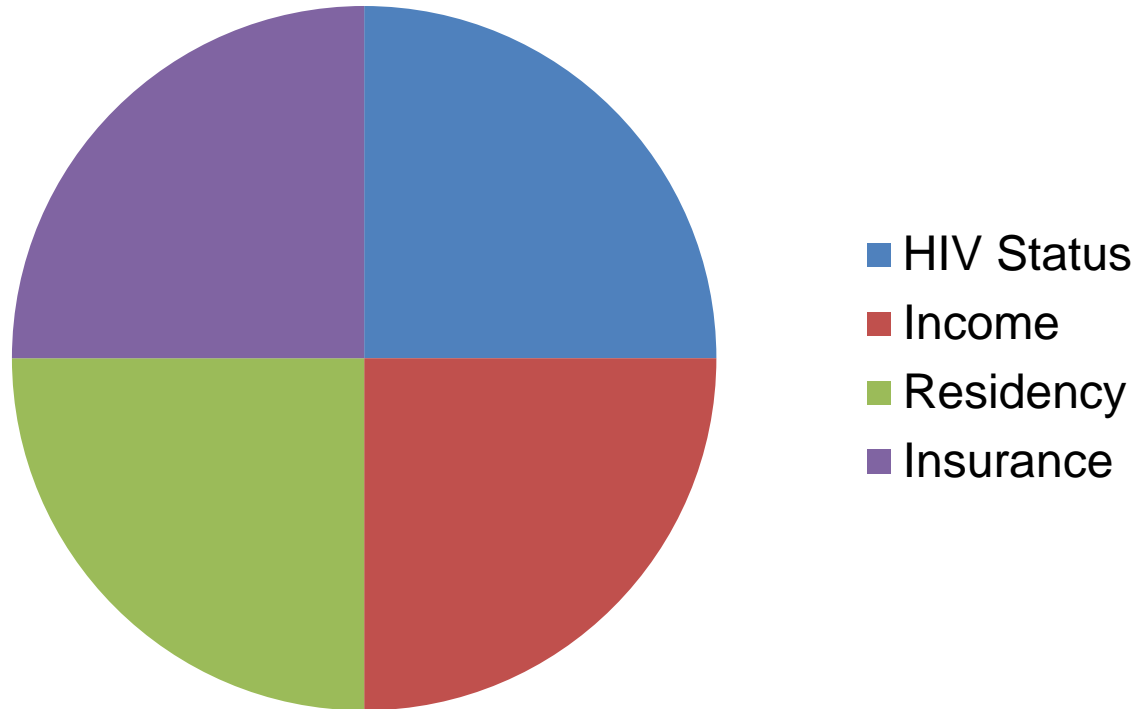
*Eligibility- meeting the stipulated requirements, as to participate, compete, or work; qualified.*



Ryan White Part A  
Cleveland TGA

# Cleveland's Ryan White Part A

## Eligibility Requirements



# Cleveland's Ryan White Part A Eligibility

Applicants must provide documents establishing the following:

1. HIV/AIDS diagnosis
2. Cleveland TGA residency- Currently living in one of these Ohio counties: Ashtabula, Cuyahoga, Geauga, Lake, Lorain or Medina
3. Low-Income- A MAGI-based monthly household income at or below 500% of the current Federal Poverty Level for all service categories.
4. Uninsured or Underinsured- Agencies must explore and eliminate all other possible sources of third party payment before using Ryan White funds to pay for a service(s). Clients with insurance or access to insurance must submit documentation of coverage.



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# Electronic Eligibility

- Eligibility is established when all verification and documentation criteria are met.
- Ryan White is the payer of last resort. Agency eligibility staff must screen the client for eligibility for other potential third-party payers and assist the client in completing related applications, as needed.
- All supporting documents **MUST** be uploaded into CAREWare at the earliest possible date after completion – required before services are billed



# Electronic Eligibility Process

All Electronic Eligibility documents are available on our website!

<http://www.ccbh.net/ryan-white/>



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# Electronic Eligibility Process

1. Complete Eligibility Certification (Every 6 months)
2. Scan eligibility documents and save/name in proper format
3. Upload documents to the “Attachments” tab in client’s CAREWare account;
4. Tab located in CAREWare’s shared domain.



# Electronic Eligibility Process

## Documentation Requirements

Document Type	New Eligibility	Annual Eligibility	Semi-Annual Eligibility (No Changes)
Application or Form	X	X	X
Residency	X	X	No
Income	X	X	No
HIV	X	No	No
Insurance	X	X	No





# Electronic Eligibility Process

The following chart outlines the naming format by eligibility document type:

<b>Eligibility Document</b>	<b>File Name Format</b>
Eligibility Application	mm dd yy APP
Proof of Residency	mm dd yy RES
Proof of Income	mm dd yy POI
Proof of HIV Status	mm dd yy HIV
Proof of Insurance Status	mm dd yy INS
Six Month Recertification- No Change	mm dd yy 6NC



# Electronic Eligibility

- “...the responsibility for documenting the provision of allowable services to eligible clients rests with the agency providing services.”
- Review documents BEFORE seeing clients
  - Are eligibility requirements met? Is eligibility current?
- Agencies can not delete files in CAREWare
- Documents should be uploaded within invoicing period
- Step by step instructions in CAREWare manual



# Uploading Electronic Eligibility

BOOP, BETTY

Appointments Orders Forms ChangeLog Client Report Duplicate Client Delete Client Find List New Search Close

Demographics Service Annual Review Encounters Attachments Performance Measures

First Name: BETTY Middle Name: Last Name: BOOP

Gender: Female Date of Birth: 1/1/1980 Est?

Sex at Birth: Female Encrypted UCI: 6C2AD91C340E36A880C4D80B98EA400B1184F473U

Client ID: 123EMR#

Street Address: 5550 Venture Drive  Include on label report

City: Parma State: Ohio Zip Code: 44130

County: Cuyahoga Phone Number: 888-555-1212 Phone Type:

Race(s): White, Asian Asian Subgroup: Japanese

Ethnicity: Hispanic Hispanic Subgroup: Puerto Rican, Cuban

Unique ID: BTB00101802U Encrypted URN: Ab+40cFfl

Enrollment Status: Active Enrollment Date: 1/1/2014 Eligibility State: Ryan White

Vital Status: Alive Case Closed Date:

HIV Status: HIV-positive (not AIDS) HIV+ Date: 1/1/2005 Est?  AIDS Date: Est?

HIV Risk Factors: Not Reported or Not Identified

Common Notes Provider Notes User Messages Case Notes

Do not mail



# Uploading Electronic Eligibility

BOOP, BETTY

Appointments | **Orders** | Forms | ChangeLog | Client Report | Duplicate Client | Delete Client

Find List | New Search | Close

Demographics | Service | Annual Review | Encounters | Attachments | Performance Measures

[Eligibility Application](#) | [Proof of Residency](#) | [Proof of Income](#) | [Proof of HIV Status](#) | [Proof of Insurance Status](#) |  verified RWV Eligibility



# Find the Error in the Uploads

[Proof of Residency](#)

[Proof of Income](#)

[Proof of HIV Status](#)

[Proof of Insurance Status](#)

Verified RWV Eligibility

Attachment Manager

<a href="#">Description(s)</a>	Content	↓ Attach D...	Attach User	Mod Date	Mod User	File Type	File Name	Corr
description(s)	.pdf	04/25/2016	MKIRSCH	4/25/2016	MKIRSCH	.pdf	Proof of Residency	
ment(s)	.pdf	04/14/2016	MKIRSCH	4/14/2016	MKIRSCH	.pdf	01 01 16 RES	
ent(s)	.pdf	07/07/2015	PBYRNE	2/3/2016	PBYRNE	.pdf	070715RES	



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# Find the Error in the Uploads

[Eligibility Application](#)
[Proof of Residence](#)
[Proof of Income](#)
[Proof of HIV Status](#)
[Proof of Insurance Status](#)
 Verified HIV Eligibility

## Attachment List Manager

- [F1 - Attach New File\(s\)](#)
- [F2 - Edit Content Description\(s\)](#)
- [F3 - Delete Attachment\(s\)](#)
- [F4 - View Attachment\(s\)](#)
- [ESC - Close](#)

Content	↓ Attach D...	Attach User	Mod Date	Mod User	File Type	File Name	Comr
.pdf	04/15/2016	PBYRNE	4/15/2016	PBYRNE	.pdf	Eligibility Applicat..	
.pdf	04/14/2016	MKIRSCH	4/14/2016	MKIRSCH	.pdf	09 30 15 6NC	
.pdf	04/14/2016	MKIRSCH	4/14/2016	MKIRSCH	.pdf	01 01 16 APP	
.pdf	07/07/2015	PBYRNE	2/3/2016	PBYRNE	.pdf	0707156MNC	
.pdf	07/07/2015	PBYRNE	2/3/2016	PBYRNE	.pdf	070715APP	
.pdf	03/03/2015	PBYRNE	2/3/2016	PBYRNE	.pdf	Eligibility Card JS...	



# Frequent Mistakes

- Date incorrect on Eligibility Application
- Eligibility being completed too often
- HIV Status uploaded multiple times
- If one document (i.e. proof of Medicaid) is being used for multiple aspects of eligibility, it needs to be uploaded in EACH category.
- Files named incorrectly
- 6 Month No Change from being used consecutively
- No eligibility uploaded



# Summary

- The agency providing the service is responsible ensuring eligibility requirements are met and eligibility is current in CAREWare
- Electronic eligibility helps lessen the burden on clients; please ensure documents are being uploaded in a timely fashion.
- Make sure you are following naming formats
- Best practice is to review clients eligibility in advance the week before upcoming appointments.
- If you make a mistake uploading contact Kolenz to delete [mkolenz@ccbh.net](mailto:mkolenz@ccbh.net)



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# Ryan White Part A Cleveland TGA



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