

# 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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**Ryan White Part A**  
Cleveland TGA

# What is Eligibility?

## Definition:

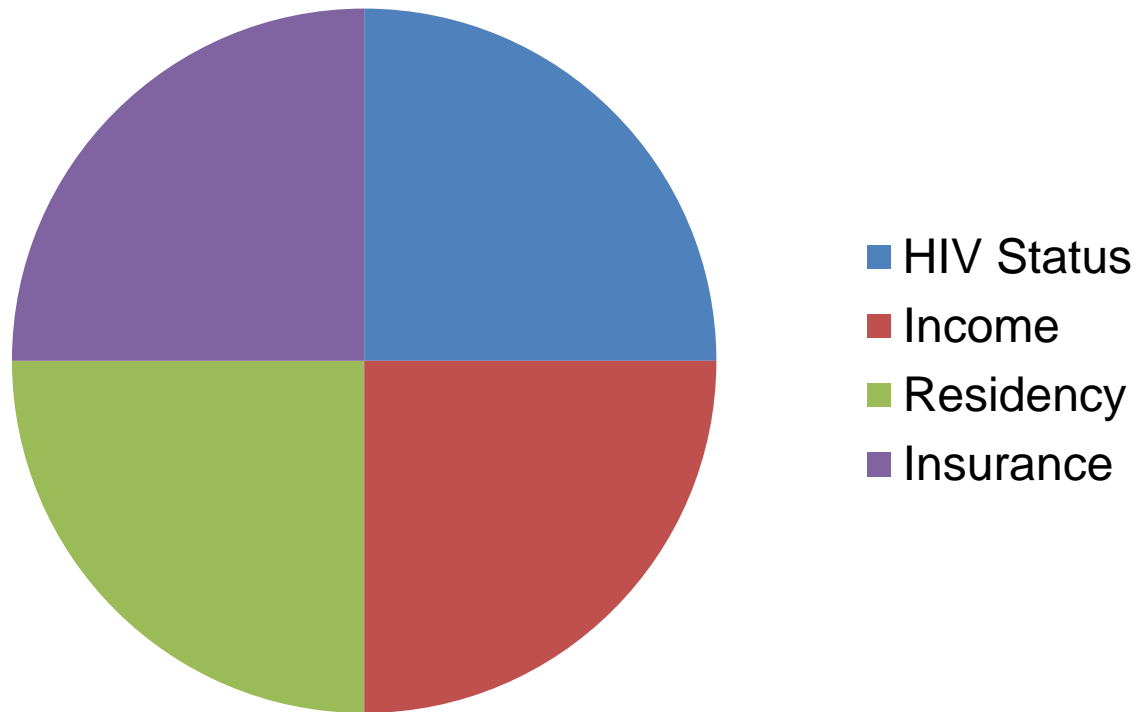
*Eligibility - meeting the stipulated requirements, as to participate, compete, or work; qualified.*



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# Cleveland TGA Ryan White Part A Eligibility

## Eligibility Requirements



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# Cleveland TGA 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 OH counties: Ashtabula, Cuyahoga, Geauga, Lake, Lorain, or Medina.
3. **Low income** – Monthly income must be at or below 500% of the current Federal Poverty Level (FPL) 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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# New HRSA Guidelines

- **Eligibility only needs to be established once per year**, effective immediately.
  - 6NC documentation is no longer needed.
  - New documentation must still be uploaded if a client's insurance, residency, or income status changes.
- Providers should utilize all available resources to confirm eligibility **before reaching out to the client**.
  - ie. Information obtained from agency's EMR or another database.
  - This lessens the burden on the client.
- **Staff are highly encouraged to check in with client intermittently** throughout the year to ensure client eligibility is maintained.
- Immigration status is irrelevant to eligibility.
  - As long as clients can provide proof that they are living in the Cleveland TGA, **they are eligible for services regardless of immigration status.**



# Electronic Eligibility

## Documentation Requirements

Document Type	New Eligibility	Annual Eligibility	Semi-Annual Eligibility (No Changes)
Application	✓	✓	No longer needed
Residency	✓	✓	No longer needed
Income	✓	✓	No longer needed
HIV Status	✓		No longer needed
Insurance	✓	✓	No longer needed



# Electronic Eligibility

- Eligibility is established when **all verification and documentation criteria are met and up to date.**
  - HIV status, income, residency, insurance
- If one eligibility factor changes (income, insurance, residency), then a new full application will have to be completed and uploaded, **along with all of the supporting documentation.**
  - Ex: If a client moves, then a full application will have to be completed regardless of expiration date of the previous application (income and insurance must be uploaded again as well).
- **Ryan White is the payer of last resort.**
  - Agency eligibility staff must screen the client for other potential third-party payers and assist the client in completing related applications, as needed.
- All supporting documents **MUST** be uploaded into CAREWare **within 3 business days.**
  - Uploaded documentation is required before services are billed.
  - **Staff can continue to sign eligibility applications on behalf of client.**



# Eligibility File Naming Format

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	mm dd yy INS

Please ensure that each file is uploaded with **2 digits for the month, 2 digits for the date, and 2 digits for the year, followed by the appropriate spacing and abbreviation. No extra numbers or letters should be added.**

- Ex: 10 25 21 POI



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# Electronic Eligibility Steps

1. Complete full eligibility application **once per year**.
  - Include all supporting documentation (HIV status, residency, income, and insurance).
2. Scan eligibility documents and **save in proper file naming format**.
3. Upload documents to the “Attachments” tab in client’s CAREWare account **within 3 business days**.
  - Tab located in CAREWare’s shared domain.
4. **Update client eligibility record** under “Eligibility” on Demographics page in CAREWare.



- Customize
- Demographics
- Client Report
- Encounter Report
- Services
- Annual Review
- Case Notes
- Custom Forms
- Hospital Admissions
- Medications
- Labs
- Screenings
- Screening Labs
- Immunizations
- Diagnoses
- Sharing Requests
- Referrals
- Relations
- Counseling and Testing
- Pregnancy History
- Orders
- Appointments
- User Messages
- Search Change Details
- Duplicate Client
- Performance Measure Status
- External Links
- Close

Find Client > Search Results > Demographics

Delete Client Back

## Demographics

Personal Info	Name: Bong, Bing Gender: Transgender MtF DOB: 10/22/1980
Change URN	BNBN1022804U
Contact Information	1234 My Street Duuuuuh, OH 44055
Race/Ethnicity	Black
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Enrolled: 10/22/2019 Current Status: Active
Eligibility	Ryan White Eligible
HIV Status	HIV-positive (AIDS status unknown) HIV Date: 09/09/2019
Common Notes	No description supplied
Provider Notes	No description supplied
RW Documents	View or Edit the client's RW Documents information
Custom Tab 2	Requires permission: 'Edit Tab 2' or 'View Tab 2'
Custom Tab 3	Requires permission: 'Edit Tab 3' or 'View Tab 3'

Welcome new CAREWare 6 users

# Eligibility Responsibility

- “...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?
  - View the uploaded files to ensure that they are correct, **do not just look at the dates the files were uploaded.**
- Documents should be uploaded within **3 business days.**
  - This is important to ensure that another provider does not complete a duplicate eligibility application because yours was not uploaded.
- Agencies cannot delete files in CAREWare.
  - If a file needs to be deleted, please reach out to the CCBH CAREWare contact:  
**Danielle LeGallee at [dlegallee@ccbh.net](mailto:dlegallee@ccbh.net) or 216-201-2000 x1366.**
- Step by step instructions in CAREWare Manual (starts on page 19).



# 2021 Eligibility Monitoring

- 2021 eligibility monitoring will be adhering to the former guidelines.
  - ie. Eligibility established every 6 months.
  - Next eligibility monitoring will be in accordance with the new guidelines.
- Agencies are still responsible for ensuring that **all client information is updated in CAREWare before providing services.**
  - Again, double check the files that are currently in the client's record to ensure they are the correct documents.



# Frequent Mistakes

- Re-uploading the exact same file that was uploaded at last recertification.
  - Need updated documentation for full eligibility application, **even if information has not changed.**
- Date incorrect on Eligibility Application.
  - **File must be named by the date eligibility was completed**, not the date that the document was uploaded.
- Eligibility being completed too often.
  - **Check the client's eligibility documents that are already uploaded before completing additional documents.**
- Self attestation statements should be last resort, and are **only permitted if client receives zero income.**
  - Cannot be used for residency, HIV status, or insurance – these must be legal documentation.
  - Cannot be written by a provider.



# Frequent Mistakes

- HIV Status uploaded multiple times.
  - Proof of HIV status is the **ONLY** documentation that can be uploaded one time ever, not every year.
- If one document (i.e. proof of Medicaid) is being used for multiple aspects of eligibility, **it needs to be uploaded in EACH category.**
- Not adhering to the file naming format (ie. MM DD YY APP).
- Each full eligibility application should be accompanied by **new proof of residency, insurance, and income.**
  - If any information changes, a new full eligibility application must be completed.
- Documentation does not have identifying client information.
  - I.e. Social Security benefits award letter with the amount, but without the page with the client's name.



# Electronic Eligibility Documents

All Electronic Eligibility documents are available on our website!

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



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# Summary

- New HRSA guidelines
  - Eligibility only needs to be established **once per year** (6NC no longer needed).
  - Utilize all available resources to confirm eligibility **before reaching out to the client.**
  - **Staff are highly encouraged to check in with client intermittently** throughout the year to ensure client eligibility is maintained.
  - **Immigration status is irrelevant** to eligibility.
- **The agency providing the service** is responsible for ensuring eligibility requirements are met and current in CAREWare.
  - Best practice is to review clients' eligibility in advance the week before upcoming appointments.
  - This includes checking the uploaded documentation and not just looking at the date it was uploaded.
- Ensure documents are being uploaded **within 3 business days with the appropriate file naming format.**
- **2021 Eligibility Monitoring** will be adhering to former HRSA guidelines.
- If you have additional questions or concerns, reach out to the CCBH CAREWare contact:  
**Danielle LeGallee** at [dlegallee@ccbh.net](mailto:dlegallee@ccbh.net) or **216-201-2000 x1366.**



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