

CAREWARE WEB APPLICATION PROCEDURES

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OBJECTIVE:

The objective of the CAREWare Web Application is to create a bridge between the central CAREWare and the state CAREWare. The Web App allows providers to:

- 1) Quickly look up client eligibility information
- 2) Make ADAP referrals and upload application documents (instead of faxing)
- 3) See detailed referral feedback on ADAP applications submitted through the Web App
- 4) Generate ½ birthday ADAP renewal notices that will be accepted by ADAP
- 5) Run custom reports that have been designed in conjunction with the AA's Office

CAREWARE WEB APPLICATION PROCEDURES

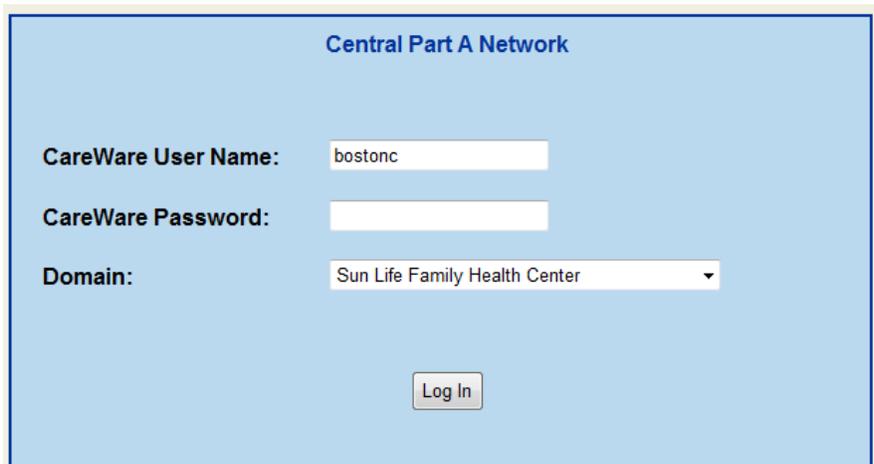
ACCESSING THE WEB APPLICATION

Web Application link <http://10.4.40.63/centralpartanetwork>

Once you log in, you will need to enter your user name, password and select your domain

For example:

- Username: bostonc
- Password: CAREWare1
- Domain: Sun Life Family Health Center



The screenshot shows a login form titled "Central Part A Network". It contains three input fields: "CareWare User Name" with the value "bostonc", "CareWare Password" which is empty, and "Domain" with a dropdown menu showing "Sun Life Family Health Center". A "Log In" button is located below the fields.

To Search for a Client –

- Enter Either Client Last Name and First Name, or enter Client URN or eURN
- Hit Search

CAREWARE WEB APPLICATION PROCEDURES

Central Part A Network - Find Clients

Client Last Name:

Client First Name:

Client URN:

Password must be changed in 2 days

Select the client you want to view

Central Part A Network

	LastName	FirstName	URN
Select	[REDACTED]		

CAREWARE WEB APPLICATION PROCEDURES

VIEWING RWPA AND ADAP CLIENT INFORMATION IN THE WEB APPLICATION

1. The first section shows **Client Information** (first/last name, address, DOB, gender, etc.)

Central Part A Network

Back Log Out

Premium and Copays/Deductible Payments

ADAP Referrals

First Name: [Redacted] URN: [Redacted]
Last Name: [Redacted] DOB: 8/6/1959 Gender: Male Lang Pref: English

Address: [Redacted]

Phone: [Redacted] Ok to leave message Secondary Phone: [Redacted] Ok to leave message

Notes: [Redacted]

2. The second section has **ADAP Contact Information** (similar to client information above)

AZDHS UID: [Redacted]

ADAP Contact Info: (Addresses)

[Redacted]

Phone: [Redacted] Ok to leave message Secondary Phone: [Redacted] Ok to leave message

CM Agency: Care Directions Contact: [Redacted] Phone: 602-264-2273

PCP Clinic: Private Doctor Contact: [Redacted] Phone: [Redacted]

3. The third section has **Part A Central Eligibility Information**

Eligibility Information:

CE Status: PENDING - Inc/Res Requi Upcoming Type: Birthday Month Renewal

Inc/Res Due: 8/31/2014 Eligibility Reason: 2/18/2014 Verification Successful, Packet Process

CAREWARE WEB APPLICATION PROCEDURES

4. The fourth section has **ADAP Eligibility Information**

ADAP Type:	ASSIST	Last Updated:	3/13/2014
Status:	Active	Upcoming Type:	Birthday Month Renewal
Enrollment Effective:	6/26/2006	Enrollment End:	8/31/2014
Provisional Through:		Provisional Reason:	
Ineligible Letter Type:			
AHCCCS Copay Eligibility:	Not Eligible		
Last Ins Assess Date:		Primary Insurance:	

- Color coding is used on this screen for ADAP status—
 - White = Active Straight ADAP (340b)
 - Green = Active ASSIST (Ramsell Card)
 - Yellow = Transitioning ADAP (340b) to ASSIST
 - Red = NOT ACTIVE/PDND (Provisional Do Not Dispense)
- Color coding is also used for AHCCCS Copay Eligibility –
 - Dark Blue = Eligible
 - Red = Not Eligible
 - This field is based on the CE Inc/Res Due Date

5. The fifth section has **ADAP Enrollment History**

Enrollment History				
Start Date	Status	Disenroll Reason	Case Notes	Application/Renewal Type
03/13/2014	Enrolled, receiving services		03/13/14 J.A all docs on file, approved.	ADAP Half Birthday Renewal
02/28/2014	Disenrolled	Did not recertify	2/28/2014 (System) Client failed to complete 2/28/2014 renewal. We will not pay copays or premiums until client completes renewal.	
09/04/2013	Enrolled, receiving services		9/4/13 all docs on file approved	ADAP Renewal Application
03/19/2013	Enrolled, receiving services		3/19/13 APPROVED, AHCCCS denial 3/13, all other reqd docs in file. GG BY gonzalgd	

- Most Recent information will always be displayed at the top
- Start Date indicates when services began
- Status will indicate whether enrolled/disenrolled
- Case notes should indicate any important information, approval, documents filed, etc.
- Renewal type is indicated under the Application/Renewal Type

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The sixth section is the **Insurance Reported to ADAP**

Insurance Reported to ADAP							
Date	Type	Company	Company PH	MemberID	BIN	PCN	Group
09/04/2013	Medicare/Part D	Medicare/PartD	8004574708	[REDACTED]	015581	03200000	Q5268

- This section indicates the last time insurance was reported to ADAP (the date it was reported, type of insurance and other related information specific to the insurance type)

****If a client is on FFM (Federally Funded Marketplace), this section will also include premium information and payments made on behalf of the client (see below)*

Central Part A Network - Payments

Back Log Out

Insurance MBM Premiums

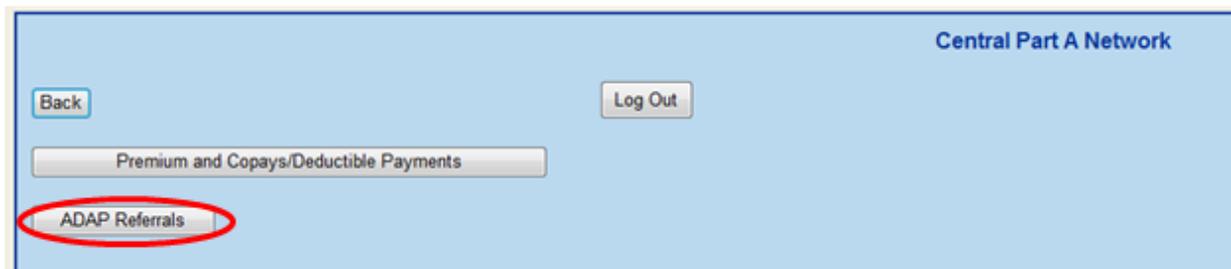
Payment Request Date	Payment Amount	Premium Plan	Payment Note
05/01/2014	232.20		
05/01/2014	232.20	Health Net Open Access Silver June	Premium payments
04/17/2014	232.20	Health Net Open Access Silver May	premium payment

6. The seventh section has **Referrals sent to ADAP**

Referrals						
Referring Date	Refer To Provider	Ref Status	Last Updated	Ref Staff	Ref Note	Ref Comment
08/06/2014	Client Directly Submitted	Pending	08/06/2014	Unattached Documents		

- Referrals indicate what ADAP applications have been received, the status, who processed it and the notes/comments

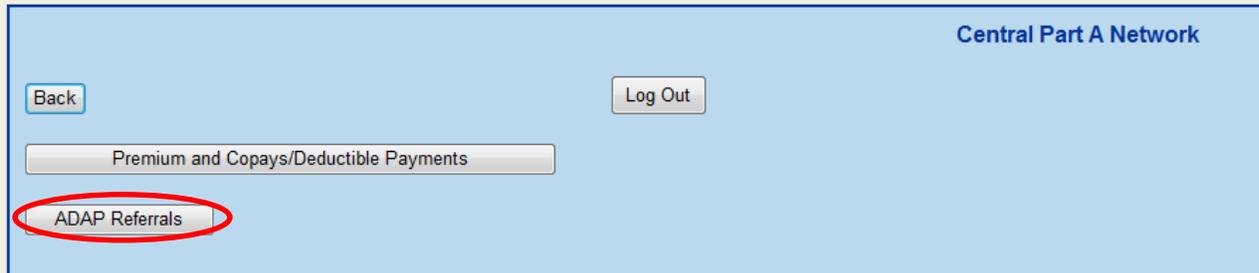
****** Some clients do not have section 7 on their home page, if you don't see section 7, you can also view referrals through the ADAP referrals link**



CAREWARE WEB APPLICATION PROCEDURES

ENTERING A NEW REFERRAL OR ADDING ATTACHMENTS TO ADAP

From the client first screen, select **ADAP Referrals** tab



In the ADAP referrals tab, you can view referral history and status of referral. It will also contain referral notes on what documents, if any need to be uploaded.

The screenshot shows the 'ADAP Referrals' tab with a table of referral history. The table has columns for Status, Referral Date, Referring Provider, Ref - Progress Status, Ref Notes, Refer From Staff, Comments, Completed Date, and ADAP Staff. There are three rows of data.

	Status	Referral Date	Referring Provider	Ref - Progress Status	Ref Notes	Refer From Staff	Comments	Completed Date	ADAP Staff
Select	Completed	02/18/2014	Care Directions / Part A	Closed - See Overall Status	02/19/14 J.A missing docs, need pg 5, unable to reach CM LVM. 02/25/14 J.A spoke w/CM she states she is waiting for MDO to fax back pg 5 to her so she can send it to us. 02/26/14 J.A received incomplete pg 5 spoke w/CM she states she meant to send it to MDO she said once she got it back she would send it to us. 03/12/14 J.A unable to reach CM LVM. 03/13/14 J.A all docs on file, approved.		03/13/14 J.A all docs on file, approved.	3/13/2014 12:00:00 AM	jalvidrez
Select	Completed	08/29/2013	Care Directions / Part A	Closed - See Overall Status	9/4/13 ALL DOCS ON FILE APPROVED		APPROVED	9/4/2013 12:00:00 AM	jalvidrez
Select	Pending	08/06/2014	Client Directly Submitted	Unattached Documents					Unattached Documents

To upload a document for a current referral,

- Click the select button next to the referral you want to upload a document for
- Select Attach Documents
- Choose the documents that you want to attach wherever you have them saved on your computer
- Click the Save button

CAREWARE WEB APPLICATION PROCEDURES

Central Part A Network
Modify ADAP Referral

[Back](#) [Log Off](#)

Selected Client: [REDACTED]
URN: [REDACTED]

Referring Provider: Client Directly Submitted
Referral Status: Unattached Documents

Ref - Notes: [REDACTED]

Ref - From Staff and Contact Number: [REDACTED]

Ref - Client Scheduled Appt Date:

< August 2014 >						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

ADAP Staff: Unattached Documents
Status: Pending
Comments: [REDACTED]
Completed Date: [REDACTED]

[Attach Documents](#)
[Save](#)

	Content	Attach Date	Attach User	File Type	File Name	Comment
Select	Medical Provider Page	08/06/2014	[REDACTED]	.pdf	[REDACTED]	
Select	Medical Provider Page	08/19/2014	[REDACTED]	.pdf	[REDACTED]	

ADAP Staff: Unattached Documents

Status: Pending

Comments: [REDACTED]

Completed Date: [REDACTED]

[Attach Documents](#)
[Save](#)

CAREWARE WEB APPLICATION PROCEDURES

PRINTING ½ BIRTHDAY ADAP RENEWAL FORMS

From the client first screen, select Half Birthday Confirmation Form

The Half Birthday Confirmation Form button will only show if a client is pending their half birthday month renewal.

Eligibility Information:		<input type="button" value="Half Birthday Confirmation Form"/>
CE Status:	CURRENT	Upcoming type: Half Birthday Month Renewal
Inc/Res Due:	1/31/2015	Eligibility Reason: 6/5/2014 Verification Successful, Packet Processe
ADAP Type:	ADAP	Last Updated: 8/14/2014
Status:	Active	Upcoming Type: Half Birthday Month Renewal
Enrollment Effective:	1/1/2006	Enrollment End: 1/31/2015
Provisional Through:		Provisional Reason:
Ineligible Letter Type:		

From the ADAP Half Birthday Confirmation Form, select Print Form.

<input type="button" value="Print Form"/>	<input type="button" value="Back"/>
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ADAP Half Birthday Confirmation Form Date: 8/21/2014

Upcoming Type: Half Birthday Month Renewal

Contact Information: No Change

Addresses:

Client Phone: **Addtl Phone:** **Initial:** ____

Previously Reported:

Household Size 1 **Initial:** ____

Annual Income 14400.0000 **Initial:** ____

Insurance Type: **Company:** **MemberID:** **GroupID:** **Initial:** ____

None/ADAP

Has any of the previously reported information above changed in the last six months?
____ YES (please complete the ADAP application found at the link below or see your case manager)
____ NO (initial each line above indicating no changes and sign below along with case manager, if applicable)

Are you currently employed? If yes, has the amount of hours worked increased from the previous reported information? If unemployed, please check NO.
____ YES (please complete the ADAP application found at the link below or see your case manager)
____ NO (answer question below)

For income below 138% Federal Poverty Level (FPL) or approximately \$16,105 for a household of one, have you applied for AHCCCS in the past six months?
____ YES (please include a copy of the AHCCCS denial)
____ NO (please apply for AHCCCS)
____ Categorically Ineligible

For income above 139% FPL, have you applied for coverage through the Federally Facilitated Marketplace within the last six months?
____ YES (please include a copy of the FFM enrollment documents or list the date of pending application)
Documents Included ____ Date of Pending App: ____/____/____
____ NO (please apply for FFM) Not Applicable ____ Currently have private/employer insurance

Unless otherwise indicated the previously reported case manager or primary representative will remain the same .

Client Signature _____

Case Manager Signature (if applicable) _____

NOTE: This form can only be used for clients listed above with a Half Birthday Renewal Due

CAREWARE WEB APPLICATION PROCEDURES

TO REVIEW PAYMENTS MADE FOR PREMIUMS AND MEDICAL COPAYS/DEDUCTIBLES FROM ADAP

From the client first screen, select Premium and Copays/Deductible Payments



You can view premium payment history as seen below –

Central Part A Network - Payments

Back Log Out

Insurance MBM Premiums

Payment Request Date	Payment Amount	Premium Plan	Payment Note
05/01/2014	232.20		
05/01/2014	232.20	Health Net Open Access Silver	June Premium payments
04/17/2014	232.20	Health Net Open Access Silver	May premium payment

CAREWARE WEB APPLICATION PROCEDURES

PENDING ADAP REFERRALS

Select ADAP Pending Referrals to view a list of open/pending referrals for your agency domain.

Central Part A Network - Find Clients

Client Last Name:

Client First Name:

Client URN:

Password must be changed in 2 days

Search

ADAP Pending Referrals

ADAP Referral Reports

Change Password

Log Out

Central Part A Network
ADAP Pending Referrals

Back Log Off

	URN	First Name	Last Name	Referral Date	Referring Provider	Ref - Progress Status	ADAP Staff	Ref Notes	Refer From Staff	Comments
Select	ARAU0812841U			08/13/2014	Unattached Documents	Unattached Documents	Unattached Documents			
Select	RBAN0202731U			08/19/2014	Unattached Documents	Unattached Documents	Unattached Documents			
Select	VLAA0806721U			08/04/2014	McDowell Healthcare Center / Part A	Unattached Documents	Unattached Documents			
Select	ATAF0821841U			08/14/2014	Unattached Documents	Unattached Documents	Unattached Documents			
Select	IMAV0211622U			07/22/2014	McDowell Healthcare Center / Part A	Unattached Documents	Unattached Documents			
Select	JRAV0510571U			08/01/2014	Care Directions / Part A	Requires follow up from Referring Provider	ivela	08/04/2014 (LV) Im w/ cm need part D information. 08/07/2014 (LV) Im w/ client need missing docs. 08/11/2014 (LV) Im w/ client need missing docs. 08/15/2014 (LV) Im w/ cm need missing docs. 08/19/2014 Im w/ client need part D info.		

You may also upload documents in this location, the same way you would if you were in an individual client's referral section

- Click the select button next to the referral you want to upload a document for
- Select Attach Documents
- Choose the documents that you want to attach wherever you have them saved on your computer
- Click the Save button