CENTRALIZED ELIGIBILITY

PRESENTED BY

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OVERVIEW OF ARIZONA PROCESS

- Gradual process of development over years to integrate CAREWare and eligibility.

- Maricopa County Ryan White Part A and Arizona Department of Health Services Part B/ADAP integrated client eligibility first.

- After unification of eligibility the separate CAREWare databases were integrated into one CAREWare database.

- Ongoing work to continue functioning unified CAREWare and eligibility systems between Part A and Part B/ADAP.

CENTRALIZED ELIGIBILITY

IN THE BEGINNING

- Renewal cycles inconsistent & confusing

- Discrepancies in eligibility criteria between the two programs.

- Too many applications!!!

IN THE BEGINNING

Approached all stakeholder to gauge feasibility:

- CAREWare Administrator

- Data Programmer

- RWPA Administration and Staff

- Central Eligibility

- RWPB Administration and Staff

- ADAP

- Delta Dental Contractor

- RWPC and RWPD Leadership

IMPLEMENTATION

- February 2014 moved all RWPA/RWPB/ADAP renewal to:

- Birthday is a full application

- ½ Birthday is a one page attestation

- Began building joint application in August 2015

- 2016 Pilot Period – July 1st through August 31st

EXISTING SYNCHRONICITY BETWEEN SYSTEMS

- 90% of data elements matched

- Client Demographics

- Proof of Address (POA)

- Diagnosis Information (Dx)

- All application fields have a purpose

AREAS NEEDING SYNCHRONIZATION SUCCESSFULLY ALIGNED

- 10% of data elements required collaboration
  - Release of Information (ROI)
    - Resolved once Attorney's understood the goal
  - 90 Day Medical Provider Override Form
    - Waitlist Alert
  - Proof of Income (POI)
    - Conversion to MAGI
    - Self Employed
  - Third Party Payer Screening
    - Benefits Verification Form (BVF)

ONGOING COORDINATION

- Revisit joint application with all stakeholders bi-annually (or more) to address areas of concern, growth, etc.

- Eligibility policy updates and changes to joint eligibility policies as needed.

- New Rapid Start eligibility process created made much easier through existing integration of eligibility between Part A and Part B/ADAP.

SUCCESSES

- Clients in Arizona only have to apply for services once and renew once per year and are able to apply for Part A and Part B/ADAP at the same time, easing burden on clients.

- Part B/ADAP providing funding for Ryan White services in Part A jurisdictions is eased by a joint eligibility system- a Part A eligible client is eligible for Part B. One location to verify eligibility for program staff members.

- Greater ease in implementing future joint projects like Rapid Start and joint eligibility renewal reminder letters.

- Greatly improved cooperation, coordination, and trust between partner organizations working on project.

ONE CAREWARE SYSTEM BENEFITS

- One Set of Servers to Maintain

- Centralized Outsourced Custody of Data for All parties
  - Hosted by Jprog
  - Amazon Web Services

- Simplified Connection Management
  - VPN for Service Providers Eliminated

- Centralized Support Team

- Centralized Reporting against Real time data

- Integrated reporting across Part A and Part B.

ONE CAREWARE SYSTEM BENEFITS

- All Ryan White client data in Arizona one system.

- All Part C/D clinics' CAREWare data integrated to system as well enabling ADHS to manage and assist with Part C and D reporting.

- Improved tracking and follow up of patients moving between Ryan White jurisdictions for services.

- Increased collaboration and coordination between Ryan White funded organizations in Arizona.

SUCCESSES

- Arizona has one seamless Ryan White data system for all Ryan White clients in Arizona.

- No duplicate data entry for service providers.

- Instantaneous communication and updates across the system.

- Greatly simplified management of CAREWare in Arizona.

- Improved coordination between Ryan White Parts

- Foundation created for unified reminer letters to clients, unified online application, and other joint projects to ease client access to and retention in care.