

CAREWare Tips for ADAPs: Key Areas That Impact ADR Data Quality

CAREWare is a free, electronic health and social support services information system for HRSA HIV/AIDS Bureau Ryan White HIV/AIDS Program recipients and subrecipients. It produces a compliant xml file for the AIDS Drug Assistance Program (ADAP) Data Report (ADR) as well as the Ryan White Services Report (RSR).

In order to ensure that you submit the highest quality data in the ADR, it is important to understand how different CAREWare features work, in particular :

- Contract and service setup
- Entering client ADAP application dates, and
- Updating enrollment status

If these data are not entered correctly, or not kept up to date, it may result in missing or inaccurate data.

Many ADAPs that use CAREWare import data from other sources such as HIV Surveillance programs and Pharmacy Benefit Managers (PBMs). It is critical that data from these sources are mapped properly when imported into CAREWare so that they are accurately reflected in the ADR. Built-in reports in CAREWare enable users to review data quality before uploading the data to the ADR system. Tips for each of these areas are outlined below.

Tip 1: Setting up contracts for insurance assistance – premiums and copay/deductibles

One of the important steps in managing your ADAP data in CAREWare is to setup contracts that accurately capture the ADAP services you provide. Contracts can be set up most directly by selecting Admin Options> Contracts. They can also be accessed in the ADAP setup wizard. Be sure that you are using the [most recent build available from HAB](#).

Remember!

It is important to install the most recent build of CAREWare so that your ADR xml file is generated correctly. For more information on the current CAREWare build, visit the HRSA HAB website.

All the defined ADAP insurance service types are included in CAREWare. However, it is important that you pick the correct subservices so the services map correctly for the ADR. The table below lists the available CAREWare

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subservices that you can use for each ADR insurance assistance category. You can choose any of the subservices within the category and the subservice will map correctly. However, if you create your own subservice, it will not map correctly for the ADR. If you do not see this list available in CAREWare, you have not set up your contract correctly and should contact the CAREWare helpdesk for assistance.

Insurance Assistance Category	CAREWare subservice (short name)
Full Premium payment	High-risk insurance premiums-full payment (ADAP)
	Medicare supplement premiums-full payment (ADAP)
	Other health insurance premiums-full payment (ADAP)
Partial Premium payment	High risk insurance premiums-partial payment (ADAP)
	Medicare supplement premiums-partial payment (ADAP)
	Other health insurance premiums-partial payment (ADAP)
Copay/Deductible	High-risk insurance deductible (ADAP)
	High risk-insurance copayment (ADAP)
	Medicare supplement deductible (ADAP)
	Medicare supplement copayment (ADAP)
	Other health insurance deductible (ADAP)
	Other health insurance copayment (ADAP)
	Medicare Part D copayment (ADAP)
	Medicare Part D deductible (ADAP)
	Medicare Part D Out-of-Pocket (ADAP)

In addition, the following subservices **will not** map to the ADR:

- High-risk insurance premiums (ADAP)
- Medicare supplement premiums (ADAP)
- Other health insurance premiums (ADAP)

They exist in CAREWare because previously in the ADR, ADAPs did not have to distinguish between full and partial premiums. This was changed in the 2014 ADR, but the subservice categories are still listed in CAREWare. ADAPs may use these subservices for local purposes only, but any subservices reported using these categories **will not** be reported in the ADR.

Tip 2: Where to enter application received date and enrollment status

A common question that we received is where application received date and enrollment status are recorded in CAREWare.

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Application received date is recorded in the Application Date field in the upper right corner of the ADAP demographics screen, just above the Enrollment History link.

- When you click on the Enrollment History hyperlink the ADAP Enrollment History opens.
- The Latest Enrollment Date and ADAP Enrollment Status on the Demographic tab hold the current values for the client from the ADAP Enrollment History screen.

Enrollment status is tracked through the Enrollment History field. Current Enrollment Status is simply the latest value in the Enrollment history. This is the value that is exported in the ADR.

- Date of Re-certification is the latest date in the history where the Enrollment Status is set to “Enrolled, receiving services.”

The screenshot displays the ADAP Enrollment History screen. The top section shows demographic information for a client named 'Test, Test Test'. The 'Application Date' field is highlighted with a red box and contains the value '1/1/2014'. Below this, the 'ADAP Enrollment History' window is open, showing a table of enrollment records. The table has columns for Date, Enrollment Status, and Reason for Disenrollment. The most recent record is dated 5/5/2015 with the status 'Enrolled, receiving services'. The 'App Receipt Date' is shown as 1/1/2014.

Date	Enrollment Status	Reason for Disenrollment
5/5/2015	Enrolled, receiving services	
12/8/2014	Enrolled, receiving services	
9/8/2014	Disenrolled	Did not fill prescription
7/1/2014	Enrolled, receiving services	
1/1/2014	Enrolled, receiving services	

Tip 3: Options for importing data into CAREWare

There are two options for importing data into CAREWare: HL7 and the Provider Data Import (PDI). If you are working with a flat file that you need to move into the PDI template tables, you can use the data translation module (DTM). A typical “flat file” is one created in MS Excel. [Click here](#) to find out more about these options. These approaches require preparation on your part, so be sure to start early if you’re going to be importing data.

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Tip 4: How to Use CAREWare Built-In Reports to Review Data

There are several reports available in CAREWare that enable you to review your ADAP data before submitting it to HAB. Even though there are built-in reports in the ADR web system, it is recommended that you review your data using the CAREWare reports before you upload. The following reports are accessed by selecting Reports>HRSA Reports>ADR Client Report:

- Run Client Report – This report provides you with an aggregated report of all ADAP data, with hyperlinks that enable you to click on a hyperlinked number, resulting in a list of clients who comprise that number.
- View Client File – Enables you to review what is in your ADR XML using a report format.
- Validation Report – This report compares all of your CAREWare ADAP data against the ADR web system validations.

Tip 5: Understanding Common vs Shared Data in CAREWare:

If you use CAREWare for the ADR and the RSR, you should be aware of the distinction between common and shared data.

- Common data include most of the information on the Demographic tab and on the Annual Review tab. Each unique client has core information that is available to all providers that serve that client. If one provider changes a common data element, such as race or HIV status, the change will show up in the client record for all providers in the CAREWare network that serve that client. Similarly, for fields entered in the Annual Review screen such as insurance status, that information can be seen and edited by other providers that also serve that client.
- Unlike common data, **shared data** must be requested and "turned on" (using features accessed in the Setup Wizard). It is a "view only" type of sharing. That is, if providers elect to share data, then other providers serving the same client can view the data, and even use it in reports, **but cannot edit it**. The CD4 and Viral Load tests are viewable in the ADAP domain if Clinical Sharing is turned on.

Where Can I Find Additional Resources?

There are several resources available to CAREWare users. Contact the CAREWare helpdesk via [email](#) or phone (877-294-3571) if you have specific questions. The CAREWare listserv is also a great resource where you can

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ask questions of other CAREWare users – [click here](#) to subscribe. The HRSA HAB website also has a [CAREWare webpage](#) that includes the latest CAREWare build and manuals. Finally, you can also find documentation and frequently asked questions on the [CAREWare Wiki page](#).

Share Your Materials on TARGET

If you've developed manuals, job descriptions or other CAREWare resources and would like to share them with other users, [contact the TARGET Center](#).