CAREWare 6 August 2020

Miscellaneous Features Guide

Cap on Charges, Required Data Elements, Provider Summary, and HIVQM File Export

CAREWare Quick Start Guides will walk you through the basics of setting up, managing, and using the main CAREWare functions. It is intended for non-technical users who need to get basic information in and out of CAREWare.

PLEASE NOTE: The client data used in these manuals is purely fictional.

Cap on Charges

The Cap on Charges feature tracks a client's maximum out-of-pocket expenses for services, medications, and any other eligible miscellaneous purchase. The cap is derived from a formula based on a percentage of the client's individual (not household) income relative to the Federal Poverty Level (FPL). Once the cap is reached, the client is not responsible for further out of pocket expenses.

If you run CAREWare in a real-time network with multiple providers, the calculations will draw from all expenses incurred by the individual across the network.

To set up the Cap on Charges feature:

- Log into CW6. For more details on how to do so, please refer to the <u>Navigating CAREWare</u> <u>Version 6.0 Guide</u>. Log into the Central Administration domain of CW6.
- 2. Select Administrative Options from the Main Menu.



3. Select Cap On Charges setup from the link menu.

Provider User Manager	Manage Provider and User Permissions
Cinical Setup	Manage Available Clinical Definitions for Providers
Provider Management	Manage Provider Setup and Provider By Provider Shar
Grantee Setup	Manage Grantee Settings
Active Grantee Funding Sources	Currently Active Sources: Part A, Part B, City of Wassil
Service/Contract Setup	Manage Contracts And Available Service Types
Custom Features	Manage Custom Fields
Advanced Security Options	Manage Advanced Security Options
Data Import and Export Features	(PDI, PDE, HL7)
Data Oversight	(Client Merge, Field Merge, Required Fields)
Email Alert Scheduler	Manage Email Alert Scheduler
Employee Setup	Link a user account to employee information
Server Management	Manage server settings and view logged system event
Cap On Charges setup	Cap On Charges feature activated

NOTE: The Cap on Charges feature can only be activated for ALL providers. Selection of specific providers is not available.

4. Check Activate and then click Save.



The client's total Annual Cap On Charges and Maximum Out-of-Pocket Expenses are based on where their annual income falls in relation to the Federal Poverty Level (FPL) guidelines, as follows:

Cap on Charges Federal Poverty Level (FPL) categories:

- Under 101% FPL = No annual cap or out-of-pocket expenses
- 101% 200% FPL = 5% maximum out-of-pocket expenses
- 201% 300% FPL = 7% maximum out-of-pocket expenses
- Over 300% FPL = 10% maximum out-of-pocket expenses

To begin tracking client out-of-pocket expenses:

1. Use the Find Client feature to open any client record in CW6.

O Customize
Provider Summary
Add Client
Find Client
Reports
Rapid Entry
My Settings
System Information
System Messages
Administrative Options
External Links
Switch Providers
Log Off

2. Navigate to the **Annual Review/Annual Data** page (see breadcrumb links for the navigation path). Ensure there is an Individual Income amount entered under the Poverty Level Assessment for the desired reporting period (calendar year). In this example, the Individual Income is reported as \$40,000.

Annual Data > Pover	ty Level Asse	ssments >	View
Edit Back			
View			
Date:	1/1/2020		+
Household Size:	2		
Household Income:	60000.00	\$	
Individual Income:	40000.00	\$	

3. Notice the client's FPL percentage equals 348% based on the reported individual income. Refer to the FPL percentage guidelines listed on page 3 of this manual. The client's maximum out-of-pocket expense for 2020 would be: \$4,000 (10% of \$40,000).

Search: 2020	y Lev	el Ass	essme	nts		
Date	Hou	sehold Size	Househol	d Income	Individual Income	Federal Poverty Level
01/01/2020	2		\$60,000		\$40,000	348%

4. The client's Annual Cap of \$4,000 is listed in the Cap On Charges link description.

5
\$3,600.00 remaining to reach the annual cap of \$4,000.00
View or update Cap On Charges
3

5. Click the Annual Cap On Charges Summary (see screenshot above). In the summary for 2020, the Year, Annual Cap, Total Paid (if any), and Difference (Annual cap minus Total Paid) are listed. A total of \$400.00 has been paid toward the maximum out-of-pocket expenses of \$4,000.00, leaving a balance of \$3,600.00 for 2020.

Cap On Ch	narges > Annual Ca	p on charges sum	mary		
Go To Ledger Back Print or Export					
Annu	al Cap on	charges	summary		
Search:					
Year	Annual Cap	Total Paid	Difference		
2020	\$4,000.00	\$400.00	\$3,600.00		
2019	\$0.00	\$150.00	(\$150.00)		
2018	\$500.00	\$500.00	\$0.00		

There are two (2) methods by which client out-of-pocket expenses are tracked in CW6: Through service receipts and/or the Cap on Charges Ledger.

Reporting Service Receipts

In the example below, the Receipt portion of a client service record has been edited, complete with Receipt Date, Amount, Source, and the Out of Pocket Expense checkbox selected. Enter a new client service or Edit any existing client service in the desired calendar year.

Demographics > Services	> View > Receipts > View > Edit
Save Cancel	
Edit	
Receipt Date:	3/10/2020
Amount:	50.00 \$
Source:	сорау
Out of Pocket Expense:	



NOTE: The Out of Pocket Expense box must be checked for the receipt amount to be included in the Cap on Charges Ledger. See screenshot above.

Cap on Charges Ledger

In this example, an Out-of-Pocket Charge in the Cap On Charges Ledger has been added, complete with Receipt Date, Amount, and Description.

Save Cancel	
Edit	
0	out-of-Pocket Charge
Receipt Date: 6	/17/2020
Amount: 1	00.00 \$
Description: 0	ITC supplements
Provider: R	yan White AIDS Care Treatment Clinic

For networked CW6 systems, the client's Cap On Charges will be tracked across multiple providers. For the year 2020, below are three (3) client payments, at two different providers, that are all counted toward their maximum out-of-pocket expenses:

VIEW Add	Delete Go To Sumr	mary Back	Print or Export	
Cap Or	h Charges L	edger		
Search:				
Data	Description	Amount	Provider	Service Receipt
Date				
06/17/2020	OTC supplements	\$100.00	Ryan White AIDS Care Treatment Clinic	
06/17/2020 05/01/2020	OTC supplements MRI lab	\$100.00 \$250.00	Ryan White AIDS Care Treatment Clinic Kevin's Clinic	

A total of \$400.00 has been paid toward the maximum out-of-pocket expenses of \$4,000.00, leaving a balance of \$3,600.00 for 2020 (see first screenshot on page 5).

Note: If the charge is a Service Receipt (such as the co-pay in the screenshot above), it will be indicated as such in the Service Receipt column.

Required Data Elements

This feature can be used to require specific client Demographic fields to be completed first, before allowing any other data entry for client records, including entering services, annual review, clinical information, etc.

1. Log into the Central Administration domain of CW6. Go to **Administrative Options** and then **Data Oversight**.

Customize	Administrative Options	
Provider Summary Add Client Find Client	Administrative	ve Options
Reports Rapid Entry	Provider User Manager	Manage Provider and User Permissions
My Settings System Information System Messages	Provider Management	Manage Provider Setup and Provider By Provider Sharing
Administrative Options External Links	Grantee Setup	Manage Grantee Settings
Switch Providers Log Off	Service/Contract Setup	Manage Contracts And Available Service Types
This is a test notification	Custom Features	Manage Custom Fields
Don't forget to contact the	Advanced Security Options	Manage Advanced Security Options
neipdesk if you would like to schedule an appointment to receive assistance upgrading to CAREWare 6.	Email Alort Schodular	(Chent merge, rield merge, Required rields)
		manayo Linan Alett Scheduler

2. Select Required Data Elements.



3. Select a Provider from the list. Click **Manage Selected Provider** from the action bar. As an example, we have selected the Ryan White AIDS Care Treatment Clinic provider.

Manage Selected Provider	Back	Print or Export	
Required data	eler	ments	
Search: Ryan White			
Provider		*	
Rvan White AIDS Care Treatme	ent Clinio	c	

4. Click Edit. Select which data elements are to be required from the list.

 Administrative Options > Data Oversight Features > Required data elements > Ryan White AIDS Care Treatment Clinic

 Edit
 Copy to Providers
 Back

Ryan White AIDS Care Treatment Clinic

First and Last Name:		
not and Edot Name.		
Date of Birth:		
Sex at Birth:		
Ethnicity:		
Race:		
Full Address:		
Phone Number:		
HIV Status:		
HIV+ Date:		
AIDS Date:		
HIV Risk Factors:		

5. Click **Save**. In this example we have chosen all fields, except Phone Number and the Homeless Keyword fields.

Administrative Options > D Save Cancel	ata Oversight Features > Required data elements > Ryan White AIDS Care Treatment Clinic > Ryan White AIDS Care Treatment Clinic
Ryan White A	AIDS Care Treatment Clinic
Homeless Keyword:	
First and Last Name:	
Date of Birth:	
Sex at Birth:	
Ethnicity:	
Race:	
Full Address:	
Phone Number:	
HIV Status:	
HIV+ Date:	
AIDS Date:	
HIV Risk Factors:	

The Required Data Elements feature is now activated for this provider. All client Demographic fields (selected above), will now need to be completed before any other data entry in client records is allowed, including entering services, annual review, and clinical information.

Provider Summary

The Provider Summary feature allows graphic display of Performance Measure outcomes. The measures and provider summary will be updated once a day. Default HAB and custom performance measures can be configured. The Provider Summary also includes client look-up lists for those that meet (Numerator), and those that do not meet (Not in Numerator), the performance measure criteria.

To set up the Provider Summary feature, follow these instructions:

 Log into the Central Administration domain of CW6 (Provider Summaries can only be setup if you have access to Central Administration). Go to Administrative Options and then Custom Features.



2. Select Provider Summary.

Custom Fields	Create custom data fields and place them in various domains and user screens
Custom Service Data Entry Rules	Manage Custom Service Rules
Client Menu Link Management	Manage external links that appear on the client menu
Main Menu Link Management	Manage external links for the main menu
Incoming URL Lookup	Manage http query fields for incoming data lookup requests
Form Designs	Manage Form Designs
Client Summary Designer	Create, design, and assign Client Summary Screens
Provider Summary	Create, configure, and assign Provider Summary (PS) screens

In this example, a new Provider Summary will be created from the Central Administration domain. This summary will include two (2) performance measure outcome results. One from a custom created performance measure, and the other from a default HAB Core performance measure.

3. Click **New Summary** from the Action Task bar.

Administrative Opt	tions > Custo	m Feature Setup >	Provider	Summary		
Configure Charts	Edit Name	New Summary	Delete	Assign Providers	Back	Print or Export
Provider	Summa	aries				
Search:						
Summary Name	*	Su	mmary Typ	e Mapped Prov	iders	
Default Summary		Det	fault	55		

4. Enter the new **Provider Summary Name**. In this example, the provider summary name was entered as New Provider Summary. Click **Save**.



5. Select the newly created WRMA Provider Summary from the list. Click Configure Charts.

Administrative Options > Custom Feature Se	tup > Provider Su	mmary						
Configure Charts Edit Name New Summ	ary Delete As	ssign Providers	Back	Print or Export				
Provider Summaries								
Search:								
Summary Name	Summary Type	Mapped Provid	ders					
New Provider Summary	Assigned	0						
Default Summary	Default	55						
assigned 2	Assigned	1						

6. Click Add Bar Graph.

Edit Add Pie Char	Add Bar Graph	Delete	Marca 11-			
Name Darasi			Move Up	Move Down	Back	Print or Export
New Provi	der Summ	ary C	hart C	onfigur	atior	ı
Search:]		
Description Ty	ре					

The bar graph chart will report data on a custom performance measure created in CAREWare "New 6mo New Clients within the Last 6 Months."

The **Days Between Measurements** default value is 90 days. This setting determines the date span used on the bar graph for two previous results. In this example, the bar graph results are 90-days apart (Note: This setting is only available when using the bar graph chart).

The **Title** was entered as "New Clients." The measure is designed to identify any new clients within the last 6 months (Note: Default values for Title Properties and Bar Graph Properties were used).

7. Click Save.

	n Feature Setup > Provider Summary > New Provider Summary Chart Configuration
Save Cancel	
Add Bar Graph	
Performance Measure:	New 6mo - New Clients within the Last 6 Months
Days Between Measurements:	90
Title:	New Clients
	Title Properties
Title Text Color:	Black
Title Font Size:	24
Title Italics:	
	Bar Graph Properties
Bar Height:	100
Bar Width:	10
Numerator Color:	Green
Numerator Text Color:	Black
Numerator Font Size:	24

8. To add a pie chart, click Add Pie Chart.

Administrative C	Options > Custom Fea	ture Setup > Provider	Summary > New	Provider Summary Ch	nart Configuration
Edit Add Pie	Chart Add Bar Grap	h Delete Move Up	Move Down	Back Print or Expo	ort
New Pro	vider Sumr	nary Chart (Configura	ation	
Search:					
Description	Туре				

The pie chart will report data on a default HAB performance measure in CAREWare, "Core01 – HAB HIV viral load suppression." The Title field was entered as "Viral Suppressed Clients in Measurement Year." The measure is designed to identify clients with a viral load test result of

199 or lower within the last 12 months (Note: Default values for Title Properties and Pie Chart Properties were used).

9. Click Save.

Administrative Options > Custo	m Feature Setup > Provider Summary > New Provider Summary Chart Configuration	
Save Cancel		
Add Pie Chart		
Performance Measure:	Core01 - HAB: HIV viral load suppression	>
Title:	Viral Suppressed Clients in Measurement Year	
	Title Properties	
Title Text Color:	Black	>
Title Font Size:	24	
Title Italics:		
	Pie Chart Properties	
Numerator Color:	Green	>
Numerator Text Color:	Black	>
Numerator Font Size:	24	
Numerator Italics:		
Not In Numerator Color:	Red	>
Not In Numerator Text Color:	Black	۶
		_

Both Summary Charts are now listed:

earch:			
escription	Туре		
ew Clients	Bar Graph		
ral Suppressed Clients in Measurement Yea	ar Pie Chart		

Setup of a new Provider Summary is complete, which consists of two performance measures, "New Clients," and "Viral Suppressed Clients in Measurement Year." The Provider Summary is assigned to ALL or specific provider domains in CAREWare. To assign the Provider Summary to specific providers: **10.** From the **Provider Summary** link, select the desired Summary (in this case, New Provider Summary), and click **Assign Providers** from the Action Task bar.

Administrative Opt	tions > Custo	m Feature Setup >	Provider	Summary				
Configure Charts	Edit Name	New Summary	Delete	Assign Providers	Back	Print or Export		
Provider Summaries								
Search:								
Summary Name	~	Sur	nmary Typ	e Mapped Prov	iders			
New Provider Summa	ary	Ass	igned	0				
Default Summary		Def	ault	55				
assigned 2		Δοσ	ianed	1				

11. We have filtered for the Ryan White AIDS Care Treatment Clinic provider in the Search box. Check the Select box. Click **Save**.

Administrative of Save Back	Options > Custom Feature Setup > Provider Summary > Assign Providers for Summary: New Provider Summary Print or Export							
Assign	ssign Providers for Summary: New Provider Summary							
Search: Ryan W	/hite							
Select	Provider Name							
	Ryan White AIDS Care Treatment Clinic							

The Mapped Providers column for New Provider Summary now lists the number one - 1. This indicates how many providers have been assigned to this Summary Name.

Administrative Options > Custom Feature Setup > Provider Summary									
Configure Charts Edit Name New Summ	nary Delete	Assign Providers	Back	Print or Export					
Provider Summaries									
Search:									
Summary Name	Summary Typ	e Mapped Provi	ders						
New Provider Summary	Assigned	1							
Default Summary	Default	55							
assigned 2	Assigned	1							

We will now switch from the Central Administration domain to the Ryan White AIDS Care Treatment Clinic domain to view the Provider Summary results.

- 1. Click **Switch Providers** from the Main Menu on the left. In this example, we have selected the Ryan White AIDS Care Treatment Clinic. Click **Switch Providers** in the Action Task bar.
- 2. Note that the "Switch Providers" option *will only show for users that have been granted the right to log into multiple provider domains.*

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3. The Provider Summary results are automatically displayed adjacent to each other upon login to the Ryan White AIDS Care Treatment Clinic domain. Hovering over the charts provides additional information about the numerator and denominator.



Note that if you have more than two charts, they will be placed below the two above. CAREWare indicates how many charts are shown and the time that they were last updated.

If you make changes to the graphs, or to your underlying data, and want to redraw the graphs, follow the bread crumbs listed below, highlight the Provider of interest and hit "Recalculate."



 Clicking on any of the green or red links (see above screenshot) will bring up a list of clients that fall into the relevant categories (Numerator or Not in Num). Click Go To Client to pull up a specific client record.

New Clients (In N	umerator as	s of 07/28/2020)
Search:		
Client	Viewed	
Badland, Abbi		

- Additional Provider Summaries can be created and configured as desired in CAREWare 6. One or more Provider Summaries can be assigned to ALL providers or selected providers. Provider Summary results are clearly displayed upon user login to the provider domain.
- In addition, the Provider Summary creates client look-up lists of those that meet or do not meet summary criteria. Users can use the Go To Client link to identify clients in the Numerator or Not in Numerator sections of the Provider Summary.

(Note: It may take several minutes for a newly created, edited, or recently assigned Provider Summary to be displayed on the provider domain screen.)

HIVQM CSV File Export

This feature can be used to generate a .csv file for upload to the HAB HIVQM Module. The .csv file will include performance measure results, for one or more selected measures, including numerator, denominator, and percent totals.

There is also the option to export the .csv file in the HIVQM Format for upload to the HRSA HIVQM Module.

To export the .csv file, follow these instructions:

1. Log into a Provider domain of CW6. Go to **Reports** and then **Performance Measures**.



2. Select HIVQM Export Groups.

n	
Performance Measure	S
Run Performance Measures	Evaluate the current status of one or more performance measures
Create Client List	Examine clients in the performance measure sections
Create Aggregate Report	Track results for a performance measure over time
Set up, Copy, and Customize Performance Measures	Manage the list of available performance measures
Import Performance Measures	Import external performance measures from file
Export Performance Measures	Create an export containing performance measure configurations
Setup Client Tab	Configure the performance measure tab within the client record
HTVOM Export Groups	Manage HIVOM Export Groups

 Select a Group Name from the list. We have selected the CORE Group (01 – 04), which is the group of performance measures we will be running. For more information, see the <u>Performance Measure Portfolio</u>. Click Evaluate from the action bar.

CAREWare	Repor	ts > Po	erformanc	e Measures > HIVQM Export Gro	oups				
Evaluate	Add	Edit	Delete	Select Performance Measures	Back	Print or Export			
HIVQM Export Groups									
Search:									
Group Name	e								
BillTest1									
CORE Group	p (01 - (04)							
HAB_Group	1								
HCV HIV Qu	ual NC								
NQC Syph									

4. Click Set HRSA Submission Timeframe from the action bar.

CAREWai	e Reports > Periori						
Change	Open In New Tab	PDF CSV	Set to Last 365 Days	Set HRSA Submission Timeframe	Back		
Performance Measure Settings							
		Parameters	5				
Performa	ance Measure Group:	CORE Group	(01 - 04)				
	Begin Date:	11/3/2019					
	End Date:	11/2/2020					
	HIVOM Format						

5. In this example, we have selected the HRSA Timeframe of 7/1/2019 – 6/30/2020 for the reporting period and 2020 for the year. Click **Save**.

CAREWare Reports >	Performance Measures > HIVQM Ex	xport Groups > Performance Measure Settings > HRSA Timeframes for HIVQM Export
Save Cancel		
HRSA Tim	neframes for HIVQ	M Export
Year:	2020	
Reporting Period:	¥	
	4/1/2019 - 3/31/2020	
	7/1/2019 - 6/30/2020	
	10/1/2019 - 9/30/2020	
	1/1/2020 - 12/31/2020	
	·	

6. Click **Change** from the action bar. Select the **HIVQM Format checkbox**. Click **Save** (the Save button will replace the Change link).

CAREWare Reports > Performa	ance Measures	> HIVQM Export Group	s > Performance Measure Settings				
Change Open In New Tab	PDF CSV	Set to Last 365 Days	Set HRSA Submission Timeframe	Back			
Performance Measure Settings							
	Parameters						
Performance Measure Group:	CORE Group (01 - 04)					
Begin Date:	7/1/2019						
End Date:	6/30/2020						
HIVQM Format:							
				-			

7. Click **CSV** from the action bar.

Change Open In New Tab	PDF CSV Set to Last 365 Days Set HRSA Submission Timeframe	Back
Performance M	asure Settings	
	asure settings	
	Parameters	
Performance Measure Group:	CORE Group (01 - 04)	
Begin Date:	7/1/2019	
End Date:	6/30/2020	

8. Click **Download HIVQM Export File**. Save the file to your computer and then open the file to view it.

	easure	Settings	Set HRSA Submission Timeframe	Back	Performance Measure Evaluation
	Parameters				Complete
erformance Measure Group:	CORE Group (01 - 04)			Download HIVOM Export File
Begin Date:	7/1/2019				
End Date:	6/30/2020				
HIVQM Format:					

The following is a sample HIVQM .csv file, in the HRSA HIVQM Format, for HAB Core (01 - 04) Performance Measures.

The report is a single .csv file, which for readability, is shown in three (3) separate sections below:

Provider IC	Provide	r Name			Software	Name	Measure ID	Measure nam	e	
123	4 Ryan W	tment Clini	CAREWar	CAREWare Core03		HAB: HIV medical visit frequency				
123	4 Ryan W	hite AIDS Car	e Trea	tment Clini	CAREWar	e	Core01	HAB: HIV viral	load suppression	1
123	4 Ryan W	hite AIDS Car	e Trea	tment Clini	CAREWar	e	Core04	HAB: Gap in H	IV medical visits	
123	4 Ryan W	hite AIDS Car	e Trea	tment Clini	CAREWar	e	Core02	HAB: Prescript	tion of antiretrovi	iral therapy
Report St	art Date	Report End	Date	Report Cre	ation Date	Recor	ds Reviewe	d Numerator	Denominator	
	7/1/2019	6/30/	2020		10/29/2020		2	24 0) 5	
	7/1/2019	6/30/	2020		10/29/2020		2	4 4	l 9	
	7/1/2019	6/30/	2020		10/29/2020		2	24 2	2 3	
MinAge	7/1/2019 MaxAge	6/30/ Gender	2020/ Race	/Ethnicity	10/29/2020 HIV Risk Fac	tor	2	24 68	3 125	
						_				
						_				
						_				

Note: MinAge, MaxAge, Gender, Race/Ethnicity, and HIV Risk Factor: If you run measures stratified by any of these demographic factors, their corresponding codes will be populated.

The codes are:

Min Age	Minimum age if age range set					
Max Age	Max age					
Gender	1=Male;					
	2=female;					
	3=Transgender(all);					
	4=Trans MtoF;					
	5=Trans FtoM					
	6=Trans unk					
	9=Unk					
Race/ethnicity	1 = American Indian/Alaska Native					
	2 = Asian					
	3 = Black/Afr. American					
	4 = Hispanic /Latinx (any race)					
	5 = Nat Haw/Pac. Island					
	6 = White					
	7 = Multiracial					
HIV risk	1 = Male to Male sexual contact (MSM)					
	2 = Injection drug use (IDU)					
	3 = MSM and IDU					
	4 = Heterosexual contact					
	5 = Perinatal transmission					
	6 = Other					
	9 = unknown					

For further details regarding submission of the HIVQM Module, refer to the <u>HIV Quality</u> <u>Measures Module Manual</u>.