CAREWare ADAP Domain Feedback Session
October 4, 2022

Glossary

ADAP: AIDS Drug Assistance Program
ADR: ADAP Data Report
DISQ: Data Integration, Systems and Quality
HRSA HAB: Health Resources and Services Administration HIV/AIDS Bureau
CAREWare: HRSA HAB provided RSR-ready system
jProg: The vendor that created CAREWare

Introduction

Debbie Isenberg gave a presentation, available at this link:

CAREWare ADAP Domain Feedback Session Presentation Slides

Feedback from Participants

Enrollment Status (in ADAP Enrollment History)

There are four options for enrollment status in CAREWare: enrolled, receiving services; enrolled, on waiting list; enrolled, services not requested and disenrolled. Participants noted that having enrollment status responses include whether or not a client received services poses challenges. This is because enrollment in the ADAP is distinct from whether or not they receive services; a client is enrolled and any receipt of services occurs after enrollment. Currently, ADAPs have to pick an enrollment status option (often enter 'enrolled, receiving services')and then have to update it before the ADR submission. The update has to be done manually or through SQL updates (for those programs that access the back end of CAREWare).

Recommendation shared: Base whether or not the enrollment status should include 'receiving services' or 'services not requested' on actual medication and/or insurance services data. Specifically, the response would be auto-populated based on the data entered/imported into CAREWare.

The DISQ team submitted a recommendation to HAB regarding this issue. The recommendation included a suggestion that enrollment status be automatically updated for whether or not services were received. The goal was to remove the need to manually update the enrollment status before submission as this can be a resource intensive task.

Vital and Enrollment Status

Vital and enrollment status includes both vital status and enrollment status on the same page. Debbie explained that fields for Vital and Enrollment Status these were renamed, but people still are trying to update Application Received Date, though this should only reflect the first enrollment. This can happen through during importing.

One participant said their eligibility specialists would the workflow would be improved by moving Vital Status to its own tab, and combine the Application Enrollment Info and ADAP Enrollment History on one tab. Another suggestion was including a read-only "first day of service." CAREWare's jProg will see what they can do.

Drug Payments

Frequent imports can actually cause data integrity problems because reversals and reimbursements in medication claims data for medication claims

A participant suggested that a request for an ADAP financial report, and other participants were excited at this suggestion. CAREWare's jProg said this was something they could do.

Identifying reimbursements from reversals can be difficult for recipients. HAB wants reimbursements reported but not reversals. Reimbursements usually take longer than reversals, so those who don't import frequently have an advantage.

DISQ raised a concern to HAB that this is clear in the guidance and suggest clarification in the manual this year.

With an additional field, they might be able to identify claims that need to be reverse.

The PDM will know if it is a reversal, but nothing in CAREWare.

John Milberg mentioned that if these are occurring frequently, maybe we should consider a solution, but if they are not common, it might not make much sense. Debbie said it might be around the 25% mark.

Debbie said she will be reaching out to participants individually to learn more about how ADAPs are struggling with reversals and reimbursements.

Closing

Debbie will organize a smaller group specifically around developing a financial report for ADAP for interested participants and the jProg

John mentioned that the newest CAREWare has a new section called "My Reports" that will assist with creating custom reports more easily. This change will look more like "canned reports" than custom reports in the past.

Debbie invited people to reach out to data.ta@caiglobal.org if you have anything you would like to share or any questions. The participants remarked that they would love more discussions like this in the future.