Nevada Ryan White Parts ABCD
Common Guidance Document
Universal Eligibility Frequently Asked Questions

Question:
A client came in for an annual eligibility appointment today and started to complete the eligibility application, but the client did not have all of their documents with them. The client plans to bring in the back-up documents in two days. How to we log this contact in CAREWare? When can the client start services?
Answer:
The Universal Eligibility application is not considered complete until all corresponding back-up documentation is provided; for example, Proof of Diagnosis, Proof of Income, or Proof of Residency.

- The eligibility appointment today should be logged in CAREWare on the Service Tab as an *Eligibility- Other* contact and add service notes describing the client contact.
- When the client returns with the back-up documents and the Universal Eligibility application is complete, a service should be logged in CAREWare on the Service Tab as an *Eligibility- Annual Review Appointment* contact.

The client's eligibility start date is the date the agency has a <u>completed</u> Universal Eligibility application.

Question:
Will the Ryan White Program accept an electronic signature on an eligibility application?
Answer:
No. However, the client does not need to be physically present to sign the eligibility application. We will accept a faxed, emailed, scanned, or mailed application. We will also accept pictures of the signed pages, if the client has the ability to text or email in a picture of the pages. Please make sure the signed pages are uploaded into CAREWare.

Question:
A client completes an eligibility application by phone with a case manager, for example, but is not physically present to sign the packet. The case manager sends the packet to the client to sign and send back in. When will services start?
Answer:
The Universal Eligibility application is not considered complete until a physical signature can be obtained by the client. Therefore, the signed application must be submitted back to the case manager before services can start to ensure that we have a completed eligibility application.

Question:
A client who came in on 2/4/19 for his recertification, this client expired on 1/31/19. Does the client need to complete an annual review eligibility application before ADAP services can begin because there is a gap in certification?
Answer:
Yes. Anytime a client has <u>*lapsed*</u> in eligibility, the client must complete the Universal Eligibility Annual Review Application before any services can begin again.

Question:
We need clarification on data entry of eligibility dates for clients that are over income.
Example: Staff person saw a client on 12/3/2018 and determined the client is over income. The client's eligibility expired on 11/30/2018.

What eligibility dates should we add to CAREWare? Do we leave the old eligibility dates or remove all dates and leave them blank?

Answer:

If client presented at an agency and was over income, the eligibility staff would not change the dates of eligibility since the Universal Eligibility application could not be completed. Instead, the eligibility staff would enter a service for *Eligibility- Other* with service notes that state the staff started the process but could not continue due to the client not meeting the income eligibility criteria. This would be similar to how we would log a service for client who started the eligibility process but didn't bring in all documents or finish the process.

Question:

We received referral for services from another agency but when we received the client's The Universal Eligibility application we believe the income was calculated incorrectly. How do we proceed?

Answer:

Please contact your Grantee office for a determination and assistance in reviewing the client's income documentation.

Question:

I have a client who does eligibility for themselves and their minor child. The client and child have different birth months but since the client works full time, they come in and do eligibility for both individuals at the same time. Is there any way that the client can continue doing this? Or would they have to come in twice for eligibility?

Answer:

The grantee offices have agreed that we will allow a parent and minor to recertify at the same time based on the parents' date of birth. To help us keep track of the difference in eligibility dates for the minor, please add a common note in CAREWare indicating the minor recertifies based on the parent's DOB.