

This document contains the questions and answers from the June 28th CAREWare MA webinar “New Fields and Reports” If you have additional questions, please contact the helpdesk at CAREWareMAhelpdesk@jsi.com.

Is the STI/HCV testing a requirement? I heard "option" and I am not located in a medical facility.

You should be referring clients that are at risk to these screenings. This new field just gives you the ability to document the work we know many providers are already doing.

Legal services do not need to use the new fields, correct?

Correct – these new fields only apply to clients receiving MCM services.

Will we have to retain paper copies of the acuity scales?

We would recommend that you keep a copy somewhere – either in a paper file or electronically

Are all the screening labs required as of July 1st? Because we don't do IGRA for TB. We do TSpot.

Data entry for labs is optional - if you have the information, please add it.

What about Peers since they don't do acuity - should they get this info from the MCM, even if the MCM is outside the agency?

Peers are not technically completing the acuity on their own - this would be done under the MCM service category. However, there is some expectation that case managers and peers are collaborating around completion of the acuity assessment.

Do you need to the acuity score for Care Access clients?

Yes, MCM providers still need to complete acuity reassessment for Care Access clients.

Regarding acuity report: does the report distinguish between acuity *initial* and *reassessment* score?

If they haven't had a “MCM acuity reassessment” service reported for them (which they wouldn't if they are new) then they won't show up on this list.

You should concurrently run a report for clients who have had “MCM initial acuity assessment” service reported to see how the dates match up.

Does the acuity report run who doesn't have a total acuity score in the last 6 months? Or does it look at who doesn't have each individual section of the acuity score for the last 6 months?

Yes – the acuity report shows clients that do not have a total acuity score in the last 6 months.

We are a CBO. For STIs, HCV and TB, should this be filled in based only on the client reporting having it done or should we get it from the medical provider?

Use data that is available to you - however you get the info from the client is fine. Please make a note of the information source in the progress notes.

Subservices and Units Webinar
Q&A Document
July 2017



We don't want to add in income into our medical record. Is it okay to back calculate income based on %FPL?

It is not possible to enter FPL directly into CAREWare. The system is designed to calculate FPL based on income based on each year's FPL guidelines.