

This document contains the questions and answers from the November 14th CAREWare MA webinar “New Services” If you have additional questions, please contact the helpdesk at CAREWareMAhelpdesk@jsi.com.

Should all ARCH clients have a high acuity score?

Yes. We would expect ARCH clients to have a high or high/moderate acuity score on the initial acuity assessment.

What is the time frame for the acuity reassessment and the ISP/Care plan?

The ARCH acuity reassessment should be done every three months. The ARCH ISP/Care Plan should be done, at a minimum, every six months.

Some incarcerated clients are not patients at our health center upon release. How should they be tracked?

All activities conducted prior to release should be entered into CAREWare, even if the client is not a patient of your health center.

How does transportation provided by the Correctional Linkage-to-Care (CLTC) case manager get reported?

Any rides agency has purchased, such as a bus pass, taxi vouchers, or uber rides are be reported in CAREWare under medical transportation services. If an agency has a policy that allows staff to transport clients in their own vehicles, the time spent in the car with a client is reported separately under face-to-face communication.

Is there a service category for outreach?

There is no service category for outreach - it is part of a case manager’s duty. Outreach can be conducted as part of case management activities and reported that way, before the client is referred to ARCH.

When will the new services be added to CAREWare?

All of the new services have been set up in CAREWare. If you notice that they are not set up, or that a service is missing, contact JSI and your contract manager.

When should we start reporting these new services? The service need to be tracked as of Nov 1?

Please report any services conducted on or after November 1 in CAREWare MA. If your agency has not started providing services yet, report them as of the date that you begin.