

This document contains the questions and answers from the December 11, 2019 CAREWare MA webinar “CAREWare 6 Supervisor Webinar.” If you have additional questions, please contact the helpdesk at CAREWareMAhelpdesk@jsi.com.

Has the provider data import process changed with CAREWare 6?

No. The screens look different in the system but the process is the same.

Will the provider data import (PDI) manual be updated on the CAREWare MA website?

Yes. We are updating both the provider data import and provider data export manuals. These will be posted on the website.

How do we document income in CAREWare 6?

Complete the household size and household income fields. These two fields are required for the federal poverty level calculation. If the household size is 1, the individual income field will automatically populate with the value from the household income field. If the household size is greater than 1, leave the individual income field blank.

Are CD4 and viral load required in CAREWare MA?

CD4 and viral load are required to be entered for medical case management clients in CAREWare MA.

If the client hasn't had a lab test done, how do we indicate that in CAREWare MA?

There is no way to indicate that a lab test has not been done in CAREWare MA. Please enter all lab tests for medical case management clients when they have been completed (including date and result).

How do we determine which clients should be designated as Care Access?

Care Access is a tier of service that is an optional designation for clients who are assessed to have low acuity service needs, but who still require a connection to a case manager for support with intermittent or situational needs. Agencies are not required to complete ISP updates for Care Access clients; however, agencies may not report Care Access clients to OHA as medical case management clients. Care Access clients must meet the following criteria:

- Receive an overall score of 8 or less on the acuity scale;
- Do not receive a score higher than a 1 (Basic Need) in any Area of Function; and
- Have no expressed needs for services beyond minimal engagements with the medical case manager.



How do we enter Hepatitis C (HCV) status for Correctional Linkage-to-Care (CLTC) clients?

If a Hepatitis C test has been done, enter that information (with result) in the screening labs section. If the client is Hepatitis C positive and HIV negative, choose the “HIV negative (affected)” option for the HIV status field.

Will this webinar be recorded?

Yes. Please visit our website at carewarema.jsi.com and click on the “Webinars” tab to view the recording.