

Massachusetts Department of Public Health

Correctional Linkage to Care

January 2021



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Introductions

- Emily Levine, Service Quality Coordinator, (Massachusetts Department of Public Health)
- Molly Higgins-Biddle, Project Director (JSI)
- Chris Tso, Helpdesk Coordinator (JSI)

Topics Covered In This Webinar

- Correctional Linkage to Care Data Requirements
- Entering Data
 - Referrals and Linkages
 - Custom Fields
 - Annual Review
- Quality Assurance Reports Available
- Case Scenarios
- Contract Manager Data Review
- Support and Resources

CORRECTIONAL LINKAGE TO CARE DATA REQUIREMENTS



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CLTC Data Requirements

- Resource document posted to carewarema.jsi.com > Services & Definitions

CAREWare MA
CLTC Data Requirements

June 2020

Yellow highlights indicate changes since the last version.

This document describes the CAREWare data entry requirements for the Correctional Linkage-to-Care (CLTC) program.



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Demographics

- All fields on the demographics tab are required except for:
 - Street Address
 - Phone number and type
 - Asian, Pacific, and Hispanic Subgroups
 - Eligibility Status (leave as default: Not Eligible for Ryan White)
 - Provider Notes

Demographics: HIV Status

- For HCV clients who are not HIV positive:
 - select “HIV-negative (affected)”
- If HIV status is unknown, leave this field blank.

Find Client > Search Results > Demographics > HIV Status

Save Cancel

HIV Status

HIV Status:	<input type="text" value="HIV-negative (affected)"/>	↓
HIV+ Date:	CDC defined AIDS	
Estimated?:	HIV-indeterminate	
AIDS Date:	HIV-negative (affected)	
Estimated?:	HIV-positive (AIDS status unknown)	
	HIV-positive (not AIDS)	


Demographics: Eligibility Status


- For all CLTC clients:
 - Leave eligibility as the default option “Not Eligible for Ryan White”


Find Client > Search Results > Demographics > Eligibility > Add

Save Cancel

Add

Eligibility Date: 






Is Eligible: 

Funding Source: 

Vital Enrollment Status

- If a client is transitioned from CLTC to MCM, keep the enrollment status as “Active”

Vital Enrollment Status

Enrollment Status:	<input type="text" value="Active"/>	
Enrollment Date:	<input type="text" value="1/1/2019"/>	
Latest Eligibility Status:	<input type="text" value="Ryan White Eligible"/>	
Vital Status:	<input type="text" value="Alive"/>	
Case Closed Date:	<input type="text"/>	
Date of Death:	<input type="text"/>	

Types of subservice units

1. Activities (e.g., assessment, linkage, referrals): enter “1” unit when completed
2. Encounters, visits, communication: enter “1” unit for each 15 minute increment

CLTC: “1” unit each for...

- CLTC Intake/initial assessment
- Referrals (non-medical)
- Linkage to MCM (HIV+ only)
- Linkage to medical care
- Linkage to medication assisted treatment (MAT)
- Linkage to HCV short-term health navigation
- Released from incarceration
- Linkage to health insurance
- Linkage to drug assistance
- Referrals to Partner Services

CLTC: “1” unit per 15 mins for...

- Pre-release visits
- Communication with medical provider
- Communication with non-medical provider
- Client communication (in-person)
- Client communication (not in-person)

Note: “face-to-face” changed to “in-person” effective March 1, 2020.

Screenings & Screening Labs

- Viral load/CD4 and screening tests are not required for CLTC clients
 - Required only for medical case management clients

ENTERING DATA – REFERRALS AND LINKAGES

Referred By


- CLTC intake/initial assessment service:
 - Referred by (jail, testing provider)

Find Client > Search Results > Demographics > Services > Add Service > Add Service


[Save](#) [Back](#)

Next

Client:

Date: 


Service Name:

Contract: 

Units:

Price: \$

Total: \$

Referred by: 

- Jail
- Testing Provider

CLTC Referrals (non-medical)

- CLTC Referrals (non-medical)
 - If your agency is funded for Medical Transportation for people with HIV, do not report that service for CLTC Clients
 - Various referral types (refer to Data Requirements sheet for full list)

Find Client > Search Results > Demographics > Services > Add Service > Add Service

[Save](#) [Back](#)

Next

Client: William O'Connor Jr.

Date: 10/28/2019

Service Name: CLTC Referrals (non medical)

Contract: July 1, 2019 - June 30, 2020 (State)

Units: 2

Price: 0.00 \$

Total: 0.00 \$

Correctional Referral Type: Legal

Status of Referral: Closed

Confirmation of Referral Date: 10/30/2019



CLTC Linkage to Medical Care


- CLTC linkage to medical care service:
 - Linkage type (HCV, HIV, Non-HIV related, STI screening)
 - Linkage Status
 - Confirmation of Linkage date
- *If the client receives more than one type of linkage, enter two services.

Find Client > Search Results > Demographics > Services > Add Service > Add Service


[Save](#) [Back](#)

Next

Client:

Date: 


Service Name:


Contract: 


Units:

Price: \$

Total: \$

Linkage Type: 

Linkage Status: 

Confirmation of Linkage Date: 



ENTERING DATA – CUSTOM FIELDS

CLTC Custom Fields


- Case manager name (optional)
- Date closed out of CLTC services
- Reason for closing case:
 - Deceased ***reminder to update vital status and case closed date on demographics tab***
 - Declined further follow-up
 - Linked to care
 - Lost to follow-up


Find Client > Search Results > Demographics > Custom Fields

Save Cancel

Custom Fields

Case Manager Name:

Date Closed Out of CLTC Services: 

Reason for Closing Case: 

ENTERING DATA – ANNUAL REVIEW

Annual Review

- Required fields:
 - Insurance
 - Housing status
- These are on the intake form.
- Poverty level and other fields on this tab are optional.

Annual Screenings

Search:

Date	Type	Result	Counseled By
11/12/2019	Housing Arrangeme	Stable/Permanent	
11/12/2019	HIV Primary Care	Hospital outpatient	
09/30/2019	Substance Abuse	No	
08/01/2019	Mental Health	Yes	
04/02/2019	HIV Risk Reduction	Yes	Case mgr/social wo

Find Client > Search Results > Demographics > Annual Data > Insurance Assessm

View Add Edit Delete Bring Forward Back Help Print or Export

Insurance Assessments

Search:

Date	Primary Insurance	Secondary Insurar	High Risk Insuranc
08/04/2019	Medicare Part A/B		



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QUALITY ASSURANCE REPORTS

QA Reports for CLTC

- Missing data reports:
 - Missing Annual Review
 - Missing Demographics
- Financial Report
- Other custom reports:
 - Client List
 - CLTC Client List and Services
 - Service Detail Report

CASE SCENARIOS

Case Scenarios: pre-release with L

Monday

Pre-release visit with L (who is HIV and HCV+) from 10:00-11:00am

- Sign consents and complete intake paperwork
- Discuss L's lack of a HCV medical provider and his interest in HCV treatment
- L has a place to stay when he is released, but he would like to try to find his own apartment.

Tuesday

9:00-9:30am

- Call to housing search and advocacy program to discuss L's option post release.
- Complete intake on L's behalf

Friday

2:00-2:30pm

- Call to HCV team at the local health center to make an apt for L for the week L is released (3 weeks)

Data Reporting: pre-release with L

Service Name	Units
CLTC Intake/Initial assessment	1 unit (complete)
CLTC Pre-release visit	4 units (1 hour)
CLTC Communication with medical provider	2 units (30 minutes)
CLTC Communication with non-medical provider	2 units (30 minutes)
CLTC Referrals (non-medical)	1 unit (complete) Note: Pick housing in the drop down menu
CLTC Referral to medical care	1 unit (complete) Note: Pick HCV in the drop down menu



Pre-Release with L in CAREWare

Find Client > Search Results > Demographics > Services

View Add Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units
01/21/2021	CLTC Referrals (non medical)	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Referral to medical care	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Pre-release visit	July 1, 2020 - June 30, 2021 (State)	4
01/21/2021	CLTC Intake/Initial Assessment	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Communication with non-medical provider	July 1, 2020 - June 30, 2021 (State)	2
01/21/2021	CLTC Communication with medical provider	July 1, 2020 - June 30, 2021 (State)	2

Case Scenarios: post-release with L

Tuesday 10:00-12:00pm

- Meet L at the HoC upon release
- Bring L to the office
- Complete HDAP application and fax in
- Complete and submit Mass Health application
- Call HCV provider to confirm medical apt for Wednesday
- Call and schedule ride for L to HCV apt

Wednesday 10:00-10:45am

- Meet L after his HCV med apt
- Talk with medical team for 15 min
- Introduce L to the HCV navigation team. Discuss next steps for treatment and medication

Data Reporting: post-release with L

Service Name	Units
CLTC Released from incarceration	1 unit (complete)
CLTC Client communication (in-person)	8 units (2 hour visit)
CLTC Referrals (non medical)	1 unit
CLTC Communication with medical provider	1 unit (15 minutes)
CLTC Linkage to medical care	1 unit (complete)
CLTC Client communication (in-person)	3 units (45 minute visit)
CLTC Linkage to HCV Short-Term Health Navigation	1 unit (complete)
CLTC Linkage to drug assistance	1 unit (complete)
CLTC Linkage to health insurance	1 unit (complete)



Post-Release with L in CAREWare

Find Client > Search Results > Demographics > Services

View Add Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units
01/21/2021	CLTC Client communication (in-person)	July 1, 2020 - June 30, 2021 (State)	8
01/21/2021	CLTC Client communication (in-person)	July 1, 2020 - June 30, 2021 (State)	3
01/21/2021	CLTC Communication with medical provider	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Linkage to Drug Assistance	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Linkage to HCV Short-Term Health Navigation	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Linkage to Health Insurance	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Linkage to Medical Care	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Referrals (non medical)	July 1, 2020 - June 30, 2021 (State)	1
01/21/2021	CLTC Released from incarceration	July 1, 2020 - June 30, 2021 (State)	1

CONTRACT MANAGER DATA REVIEW



Contract Manager Data Review

<i>Description</i>	<i>Count</i>
Total Number of Clients	4
Total Number of Newly Enrolled Clients	1

<i>Service Category</i>	<i>No of clients</i>	<i>Total Units</i>
Non CARE Act Service	4	11

<i>Service Category</i>	<i>Subservice</i>	<i>No of clients</i>	<i>Total Units</i>
Non CARE Act Service	CLTC Client Communication (not in-person)	3	9
	CLTC Communication with medical provider	1	1
	CLTC Communication with non-medical provider	1	1

QA is everyone's responsibility

- What data are your contract managers reviewing?
- What will they ask you about?
- What tools can you use to address data quality?

CAREWare MA SUPPORT & RESOURCES



CAREWare MA Documentation

- Subservice Definitions
- Fields and Definitions
- Report Instructions

Fields and Definitions

June 2020 v2.1

Yellow highlights indicate changes since the last version.



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This document describes the fields available in the Massachusetts state CAREWare system. For more details on the field definitions used by the HIV/AIDS Bureau for the Ryan White HIV/AIDS Program (RWHAP), see the most recent Annual Ryan White HIV/AIDS Program Services Report Instruction Manual, available at: <https://careactarget.org/library/ryan-white-hiv-aids-program-services-report-rsr-instruction-manual>.

TABLE OF CONTENTS

CLIENT IDENTIFIERS.....	4
Field 1 First Name	4
Field 2 Middle Name.....	4
Field 3 Last Name	4
Field 4 Gender	4




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CAREWare MA Documentation

• CLTC Data Requirements

CAREWare MA
CLTC Data Requirements
October 2020
Yellow highlights indicate changes since the last version.



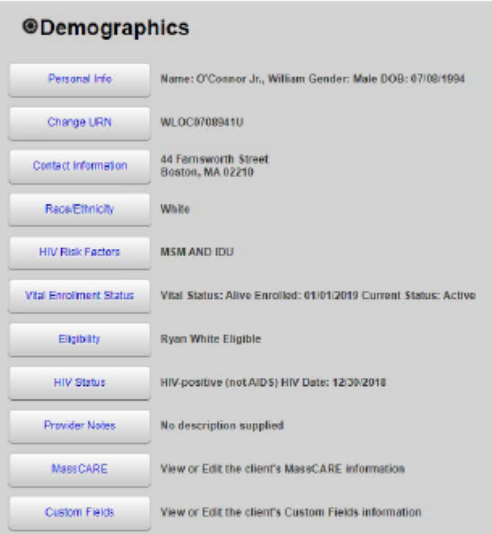
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This document describes the CAREWare data entry requirements for the Correctional Linkage-to-Care (CLTC) program.

When to enter a client into CAREWare
Enter a client into CAREWare when they have completed an intake form.

Demographics
All fields on the demographics tab are required, except for these optional fields:

- Street address
- Phone number and type
- Asian subgroup, pacific subgroup, Hispanic subgroup
- Eligibility status (leave as default: Not Eligible for Ryan White)
- Provider notes

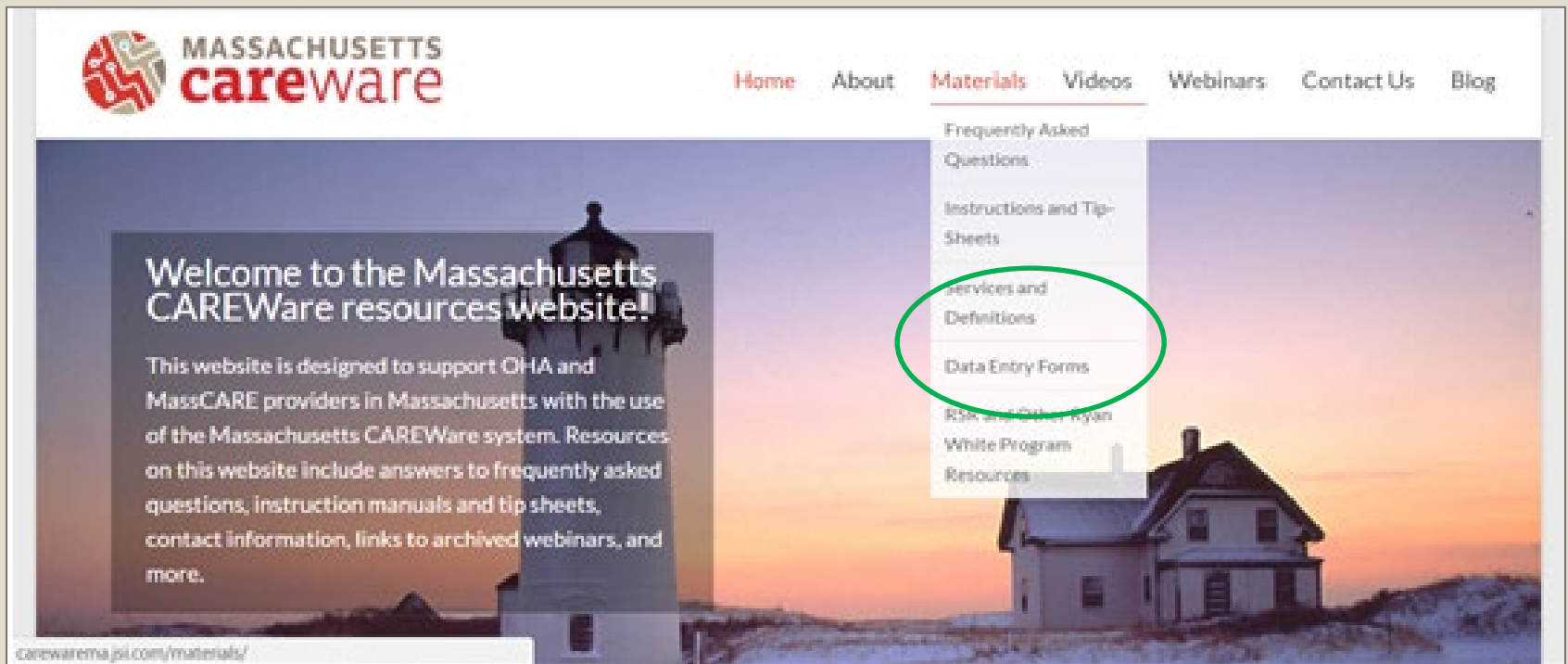


Demographics	
Personal Info	Name: O'Connor Jr., William Gender: Male DOB: 07/08/1994
Change URN	WLOC0708341U
Contact Information	44 Farnsworth Street Boston, MA 02210
Race/Ethnicity	White
HIV Risk Factors	MSM AND IDU
Vital Enrollment Status	Vital Status: Alive Enrolled: 01/01/2019 Current Status: Active
Eligibility	Ryan White Eligible
HIV Status	HIV-positive (notAIDS) HIV Date: 12/30/2018
Provider Notes	No description supplied
MassCARE	View or Edit the client's MassCARE information
Custom Fields	View or Edit the client's Custom Fields information



CAREWare MA Website

Find materials and other resources at <http://carewarema.jsi.com/> under “Materials.”



The screenshot shows the homepage of the Massachusetts CAREWare website. The header includes the logo for MASSACHUSETTS careware and a navigation menu with links for Home, About, Materials, Videos, Webinars, Contact Us, and Blog. The Materials link is highlighted, and a dropdown menu is open, listing various resources. The 'Services and Definitions' item in the dropdown menu is circled in green. The main content area features a large image of a lighthouse and a house at sunset, with a welcome message and a brief description of the website's purpose. A URL bar at the bottom left shows the current page path.

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Home About **Materials** Videos Webinars Contact Us Blog

Frequently Asked Questions

Instructions and Tip-Sheets

Services and Definitions

Data Entry Forms

Role and System Admin

White Program

Resources

Welcome to the Massachusetts CAREWare resources website!

This website is designed to support OHA and MassCARE providers in Massachusetts with the use of the Massachusetts CAREWare system. Resources on this website include answers to frequently asked questions, instruction manuals and tip sheets, contact information, links to archived webinars, and more.

carewarema.jsi.com/materials/

CAREWare MA Helpdesk Support

- Go to www.CAREWareMA.jsi.com
- Email CAREWareMAhelpdesk@jsi.com
- Call 617-385-3991
- Fax 617-482-0617

THANK YOU!

