CENTRALIZED ELIGIBILITY AND UNIFIED CAREWARE

PRESENTED BY

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OVERVIEW OF ARIZONA PROCESS

- Gradual process of development over years to integrate CAREWare and eligibility.

- Maricopa County Ryan White Part A and Arizona Department of Health Services Part B/ADAP integrated client eligibility first.

- After unification of eligibility the separate CAREWare databases were integrated into one CAREWare database.

- Ongoing work to continue functioning unified CAREWare and eligibility systems between Part A and Part B/ADAP.

CENTRALIZED ELIGIBILITY

IN THE BEGINNING

- Renewal cycles inconsistent & confusing

- Discrepancies in eligibility criteria between the two programs.

- Too many applications!!!

IN THE BEGINNING

Approached all stakeholder to gauge feasibility:

- CAREWare Administrator

- Data Programmer

- RWPA Administration and Staff

- Central Eligibility

- RWPB Administration and Staff

- ADAP

- Delta Dental Contractor

- RWPC and RWPD Leadership

IMPLEMENTATION

- February 2014 moved all RWPA/RWPB/ADAP renewal to:

- Birthday Month = Full Application

- ½ Birthday Month = One-page Attestation

- Began building joint application in August 2015

IMPLEMENTATION

- Unify all aspects of the joint application
- 2016 Pilot Period – July 1st through August 31st
- Implement all identified edits during pilot period in September 2016
- CAREWare Forms for application data entry
- Go live with final draft on October 1st

EXISTING SYNCHRONICITY BETWEEN SYSTEMS

- 90% of data elements matched

- Client Demographics

- Proof of Address (POA)

- Diagnosis Information (Dx)

- All application fields have a purpose

- Removed "live birth w/in last year?"

AREAS NEEDING SYNCHRONIZATION SUCCESSFULLY ALIGNED

- 10% of data elements required collaboration
  - Release of Information (ROI)
    - Resolved once Attorney's understood the goal
  - 90 Day Medical Provider Override Form
    - Waitlist Alert
  - Proof of Income (POI)
    - Conversion to MAGI
    - Self Employed
  - Third Party Payer Screening
    - Benefits Verification Form (BVF)

INCLUSION OF PART RYAN WHITE PART C AND PART D STAKEHOLDERS

- Piloted forms with agencies and clients

- Increased buy in and support

- Part Cs and Ds providing feedback on application design

- Sharing eligibility documentation through RWISE – assists with Case Management activities

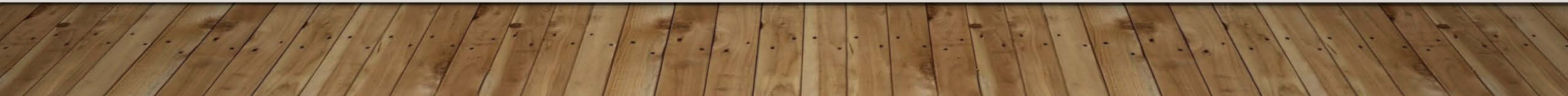- Support for making the process easier for clients

ONGOING COORDINATION

- Revisit joint application with all stakeholders bi-annually (or more) to address areas of concern, growth, etc.

- Eligibility policy updates and changes to joint eligibility policies as needed.

- New Rapid Start eligibility process created made much easier through existing integration of eligibility between Part A and Part B/ADAP.
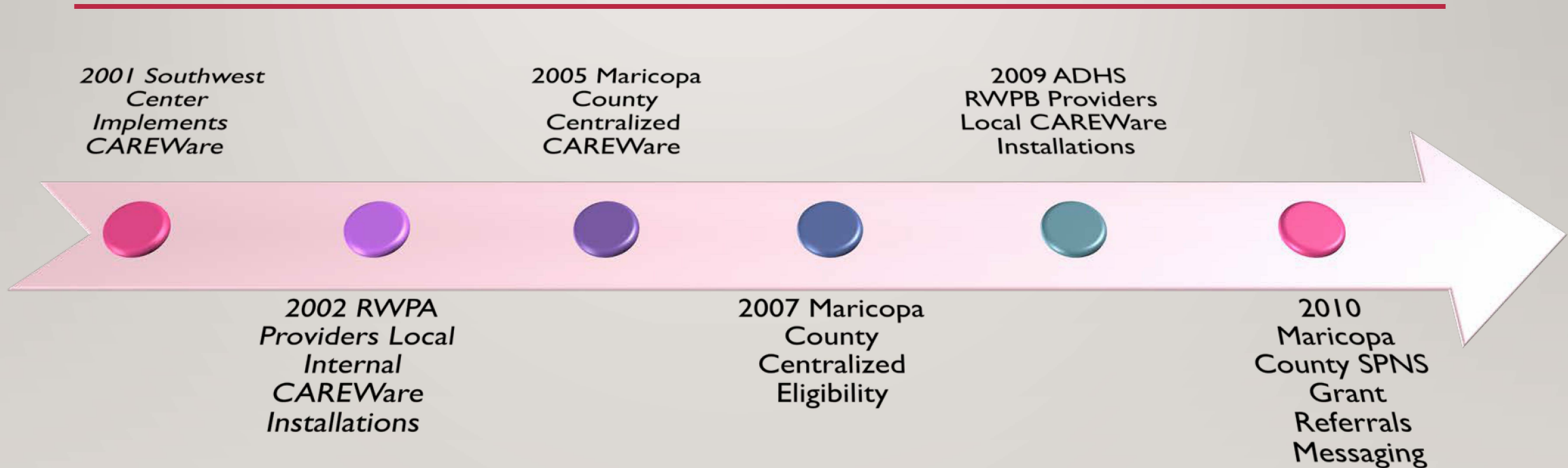
SUCCESSES

- Clients in Arizona only have to apply for services once and renew once per year. And are able to apply for Part A and Part B/ADAP at the same time, easing burden on clients.

- Part B/ADAP providing funding for Ryan White services in Part A jurisdictions is eased by a joint eligibility system- a Part A eligible client is eligible for Part B. One location to verify eligibility for program staff members.

- Greater ease in implementing future joint projects like Rapid Start and joint eligibility renewal reminder letters.

- Greatly improved cooperation, coordination, and trust between partner organizations working on project.

UNIFIED CAREWARE

1st 10 Years CAREWare in Arizona

2001 Southwest Center Implements CAREWare

2002 RWPA Providers Local Internal CAREWare Installations

2005 Maricopa County Centralized CAREWare

2007 Maricopa County Centralized Eligibility

2009 ADHS RWPB Providers Local CAREWare Installations

2010 Maricopa County SPNS Grant Referrals Messaging

2ⁿᵈ 10 Years CAREWare in Arizona

2011 ADHS RWPB Statewide Centralized CAREWare

2013 ADHS ADAP RWISE Eligibility Web Applications

2016 Statewide Eligibility Policy

2018 ADHS Migration to Jprog AWS Cloud Hosting

2012 ADHS ADAP Migration to Statewide CAREWare from Internal Platform

2014 MC/ADHS Data Integration Updaters and Web Applications

2017 RWISE Statewide Eligibility Web Application

CAREWare System Interactions

Maricopa	Interactions and Processes	ADHS jProg

MC Data Center

BT

SQL

Updaters/Transfers
MC to ADHS

Updaters/Transfers
ADHS to MC

ADHS Jprog AWS Host

BT

SQL

WEB

Scheduled Jobs
- 7pm MC Updater
- 9pm ADHS Updater
- 4am RWISE Data Transfer
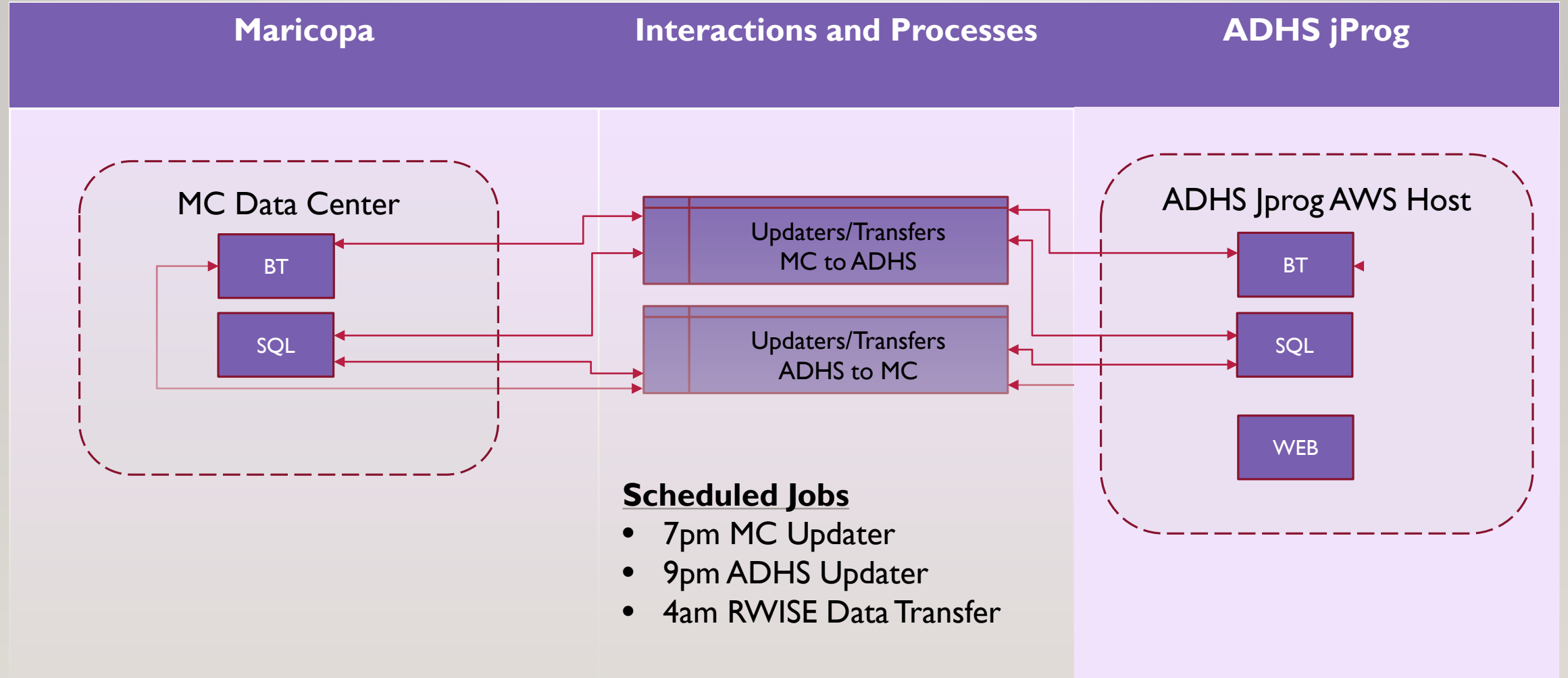
CHALLENGES OF MULTIPLE CAREWARES

- Duplicated workflows and management of systems

- Duplicated infrastructure (servers at ADHS, Maricopa County, and Valleywise Health)

- CAREWare hosted in environments not optimized for CAREWare

- Multiple databases requiring different data entry or different exports from electronic healthcare records.

CHALLENGES OF MULTIPLE CAREWARES

- Web Apps all read directly from the RWISE Statewide Database in Real time

- MC Reports use data available within MC Central CAREWare
  - Updates Can take up to 48 hours between systems
  - Client changes to the eURN/URN require manual updates between systems
  - Client Records sometimes do not match up and require manual matching
  - Can be Different than RWISE Web Applications

- User Messaging only available within RWPB providers on real time updates to eligibility processing

- Duplicated data between systems (i.e., labs, eligibility services, custom fields, and RSR related data – enrollment records, annual review records)

- Dual Funded Providers (RWPA/RWPB) may be entering data in two systems
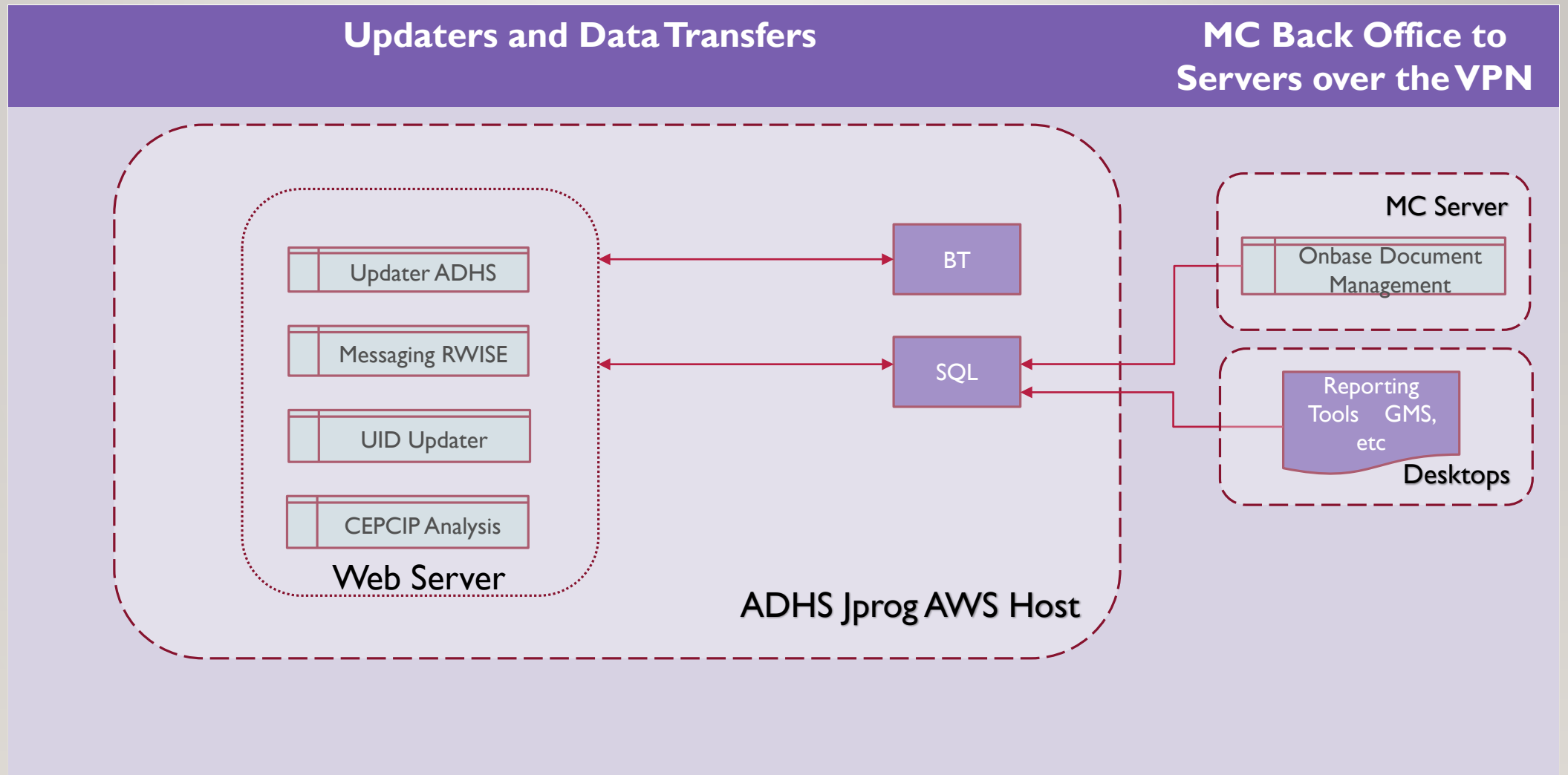
ONE CAREWARE SYSTEM BENEFITS

- One Set of Servers to Maintain

- Centralized Outsourced Custody of Data for All parties
  - Hosted by jProg
  - Amazon Web Services

- Simplified Connection Management
  - VPN for Service Providers Eliminated

- Centralized Support Team

- Centralized Reporting against Real time data

- Integrated reporting across Part A and Part B.

ONE CAREWARE SYSTEM BENEFITS

- All Ryan White client data in Arizona one system.

- All Part C/D clinics' CAREWare data integrated to system as well enabling ADHS to manage and assist with Part C and D reporting.

- Improved tracking and follow up of patients moving between Ryan White jurisdictions for services.

- Increased collaboration and coordination between Ryan White funded organizations in Arizona.

ADHS and MC ONE CAREWare System Data Flow

Arizona ONE CAREWare System

Application/Process	Users	Connectors/Tools	Support
CAREWare Infrastructure Hosting	N/A – Infrastructure Outline	jProg/ADHS Amazon Web Services (AWS) private cloud Business Tier Server, SQL Server, Web Server, SFTP storage, General Storage and VPN connectors	jProg TriYoung
CAREWare	All Statewide Users	CAREWare 6 accessible publicly, secured with two factor authentication Server: azcw.jProg.net Port 443	TriYoung
CAREWare Data Importers	Statewide Agencies funded by any of the Grantees within the region that import data from internal systems to CAREWare on a weekly/monthly basis	Connect via SFTP to jProg/ADHS SFTP server • Data is delivered to SFTP and processed by TriYoung Microsoft Access tools are used	jProg - SFTP TriYoung - Importers
RWISE RWPA/RWPB Web	All Statewide Users	Utilize a Browser to connect https://azrwise.jProg.net/azportal/	TriYoung
Pharmacy Web ADAP MBM Web	ADAP Specific Contractors	Utilize a Browser to connect https://azrwise.jProg.net/azportal/	TriYoung
ADHS Reporting Tools • GMS • Continuum of Care • Rebates • Letters • YE Reporting • NASTAD Reporting	ADHS Internal Staff	Microsoft Office from the Desktop • Word • Excel • Access Shared Drive Access to Reporting Tools Connect via ODBC to SQL Server Over the jProg/ADHS VPN Web Applications	TriYoung ADHS IT/For the VPN jProg/For the VPN
Maricopa County Reporting Tools • GMS • Continuum of Care • Utilization Reporting • PSRA Compilation	Maricopa County Internal Staff	Microsoft Office from the Desktop • Word • Excel • Access Shared Drive Access to Reporting Tools Connect via ODBC to SQL Server Over the jProg/MC VPN	TriYoung Maricopa County IT for the VPN jProg/For the VPN

OBTAINING BUY-IN TO ONE CAREWARE

- All stakeholders with the remaining independent CAREWare systems needed to agree to unified ONE CAREWare system.
  - ADHS (Part B/ADAP)
  - Maricopa County (Part A)
  - Valleywise Health (Part C/D)

- ADHS and Valleywise Health readily agreed to unify and use existing data sharing agreements.

- Maricopa County had additional requirements and concerns.

MARICOPA COUNTY CONCERNS

- Maricopa County interpreted data sharing agreement differently than Valleywise Health and ADHS legal and compliance folks.

- New data sharing agreement explicitly authorizing unified CAREWare would be required.

- An MOU outlining governance and management of the new ONE CAREWare system would also be required.

THE MOU – AKA THE PRE-NUP

- MOU was drafted to meet requirements for data sharing agreement.

- MOU also outlined governance of the new unified CAREWare system, ownership of data, and rights of Maricopa County.

- The MOU included thorough processes for steps in the event Maricopa County decided to terminate the agreement and separate CAREWares in future.

- With this agreed to in the MOU unification of the CAREWares could proceed.

THE WORK – MIGRATION TO JPROG CLOUD

- Once agreement was reached data migration began with Valleywise Health (Part C/D) as they were the less complicated system.

- Migration Responsibilities

  - Valleywise Health (Part C/D)

    - jProg – PDE/PDI Processes

    - Valleywise IT - Access for TriYoung for migration

    - TriYoung – EMR Integration

- TriYoung and jProg supported the migration process throughout.

THE WORK – MIGRATION TO THE JPROG CLOUD

Maricopa County Part A CAREWare (along with all Part A funded providers) migrated next.

Maricopa County RWPA Office
- During Final cut over – domains will be brought over a few days – RWPA to determine priority
- New User Agreements for ADHS CAREWare

- TriYoung - System Analysis (Housekeeping) with Direct Service Providers
  - Custom Fields, Custom Reporting, Custom Permission Templates
  - Training – Direct Service Providers or Train the Trainer

- TriYoung
  - Add new users to ADHS CAREWare

- jProg/Maricopa County OETx – Data Migration SQL databases

- jProg – Data Migration – Provider Data Export/Imports

- Post Migration Activities
  - Maricopa County VPN's decommission (Client and Site to Site to Direct Service Providers)
  - Maricopa County Server Decommission

SUCCESSES

- Arizona has one seamless Ryan White data system for all Ryan White clients in Arizona.

- No duplicate data entry for service providers.

- Instantaneous communication and updates across the system.

- Greatly simplified management of CAREWare in Arizona.

- Improved coordination between Ryan White Parts

- Foundation created for unified reminder letters to clients, unified online application, and other joint projects to ease client access to and retention in care.

QUESTIONS?

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