

## CAREWare Tips for ADAPs: Key Areas That Impact ADR Data Quality

CAREWare is a free, electronic health and social support services information system for HRSA HIV/AIDS Bureau (HRSA HAB) Ryan White HIV/AIDS Program (RWHAP) recipients and subrecipients. It produces a compliant xml file for the AIDS Drug Assistance Program (ADAP) Data Report (ADR) as well as the RWHAP Services Report (RSR). In order to ensure that you submit the highest quality data in the ADR, it is important to understand how different CAREWare features work, in particular:

- Contract and service setup
- Entering client ADAP application dates and enrollment status
- Reporting medications
- Importing data for the ADR
- Tools for reviewing your ADR data before submission

Tips for each of these areas are outlined throughout this document.

### Remember!

It is important to install the most recent build of CAREWare so that your ADR XML file is generated correctly. For more information on the current CAREWare build, visit the [HRSA HAB website](#).

## Setting Up Contracts for Insurance Assistance (Premiums and Medication co-payments, co-insurances and/or deductibles)

One of the most important steps in managing your ADAP data in CAREWare is to set up contracts that accurately capture the ADAP services you provide. Contracts can be set up by selecting *Admin Options > Contracts*. Contracts can also be accessed in the ADAP setup wizard. Be sure that you are using the [most recent CAREWare build available from HAB](#).

All the defined ADAP insurance service types are included in CAREWare. However, it is important that you pick the correct subservices so the services map correctly for the ADR. The table below lists the available CAREWare subservices that you can use for each ADR insurance assistance category. You can choose any of the subservices within the category and the subservice will map correctly. However, if you create your own subservice, it will not map correctly for the ADR. If you do not see this list available in CAREWare, you have not set up your contract correctly and should contact the CAREWare help desk for assistance.

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Insurance Assistance Category	CAREWare subservice (short name)
Full Premium payment	High-risk insurance premiums -full payment (ADAP)
	Medicare supplement premiums -full payment (ADAP)
	Other health insurance premiums -full payment (ADAP)
Partial Premium payment	High risk insurance premiums -partial payment (ADAP)
	Medicare supplement premiums -partial payment (ADAP)
	Other health insurance premiums -partial payment (ADAP)
Medication co-pay/ deductible including Medicare Part D co-insurance, copayment, or donut hole coverage	High risk-insurance copayments (ADAP)
	Medicare supplement deductibles (ADAP)
	Medicare supplement copayments (ADAP)
	Other health insurance deductibles (ADAP)
	Other health insurance copayments (ADAP)
	Medicare Part D copayment (ADAP)
	Medicare Part D Co-Insurance (ADAP)
Medicare Part D Out-of-Pocket (ADAP)	

**TIP:** The following ADAP Insurance services may still be listed in your CAREWare but are NO LONGER REPORTED on the ADR:

- High-risk insurance premiums (ADAP)
- High-risk insurance deductibles (ADAP)
- Medicare supplement premiums (ADAP)
- Other health insurance premiums (ADAP)

ADAPs may use these subservices for local purposes only, but any subservices reported using these categories will not be reported in the ADR. It is important to update your ADAP contract setup to ensure that only reported subservices are active. This will prevent data entry or importing of services that would not be reported on the ADR.

## Where to Enter Application Received Date, Application Approved Date, Recertification Dates and Enrollment Status

ADAPs frequently ask where Application Received Date, Application Approved Date, Recertification Dates and Enrollment Status are recorded in CAREWare.

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**Application Received Date** is entered in *Demographics > Enrollment Status*.

- Application Received Date is the date the *first* completed application was received.
- Application Received Date must be on or before the Application Approved Date.
- Application Received Date should not be updated once entered.
- Application Approved Date, Latest Recertification Date, and the current ADAP Enrollment Status are displayed as well but are calculated based on the client’s ADAP Enrollment History.
- First ADAP Service date is calculated from the client’s Insurance Service records.

**Enrollment Status**

Current ADAP Enrollment Status:

Last Date of Eligibility Confirmation:

Application Approved Date:

Application Received Date:

First ADAP Service:

- When a client’s application is approved, enter an Enrollment History record with a status of ‘Enrolled’ - this first date will be shown as Application Approved Date on the Enrollment Status.
- For each subsequent recertification, enter a new Enrollment History record with the recertification date and a status of ‘Enrolled, receiving services’.
- If the Enroll Status is ‘Disenrolled’, you will also need to enter a Disenrollment Reason.
- The most recent Enroll Status will be shown as Current ADAP Enrollment Status.

**ADAP Enrollment History**

Date	Enroll Status	Reason For Disenrollment	Other Disenroll Reason
03/03/2023	Disenrolled	Client did not recertify	
01/13/2023	Enrolled, services not requested		
09/01/2021	Enrolled, receiving services		
10/28/2012	Enrolled, on waiting list		
06/30/2012	Enrolled, receiving services		

**Add**

Date:

Enroll Status:

Reason For Disenrollment:

Other Disenroll Reason:

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## Options for Importing Data into CAREWare

Many ADAPs that use CAREWare import data from other sources such as HIV surveillance programs and Pharmacy Benefit Managers (PBMs). It is critical that data from these sources are mapped properly when imported into CAREWare so that they are accurately reflected in the ADR.

There are several options for importing data into CAREWare, including importing directly from some EHRs or PBMs via HL7 or FHIR interfaces, importing from simple CSV files, and more. Check out jProg’s resource on [Importing Data into CAREWare](#) for the latest information on the various import options.

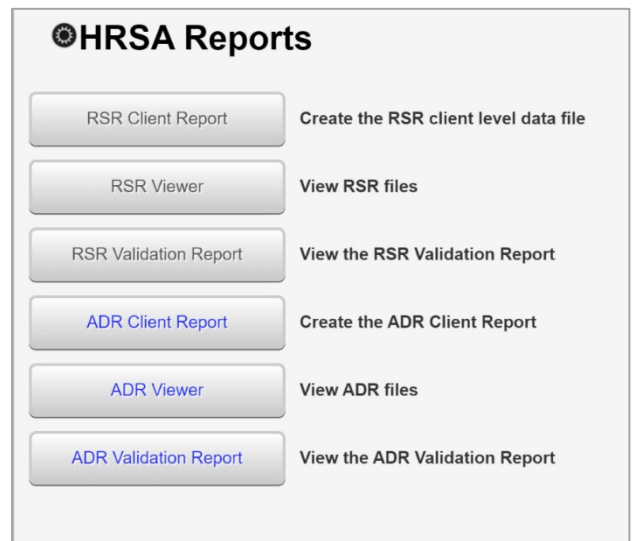
**TIP:** All these approaches will require significant preparation and management and could take some time to implement, so be sure to start early if you’re going to be importing data!

## How to Use CAREWare Built-In Reports to Review Data

In addition to custom reports, CAREWare has built-in ADR tools for viewing and validating the ADR. These tools are designed to reflect the same validation and logic in the EHB ADR upload site, while providing easy access to the client data contained in the file.

The following reports are accessed by selecting *Reports > HRSA Reports*:

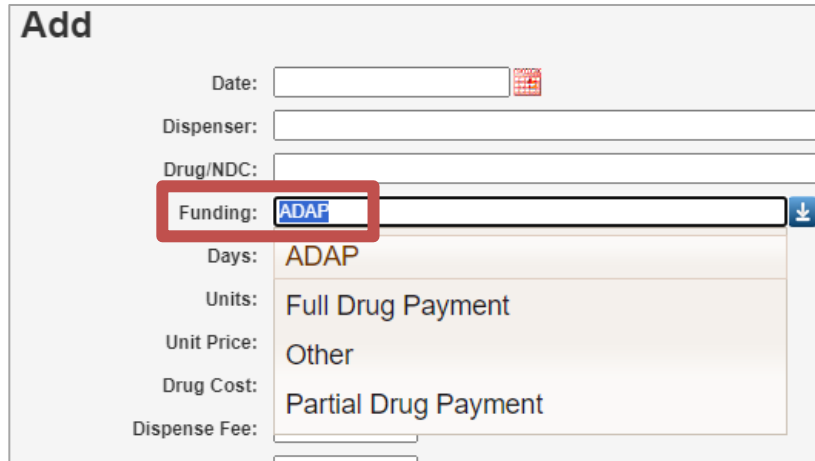
- **ADR Client Report:** This report creates the ADR XML file for ADR submission.
- **ADR Viewer:** This report provides you with an aggregated report of all ADR data, with hyperlinks that produce a list of clients for each result. It is similar to the [Upload Completeness Report \(UCR\)](#) in the ADR Web System.
- **ADR Validation Report:** This report compares all of your CAREWare ADAP data against the ADR Web System validations. Similar to the ADR Viewer, it has hyperlinks that enable you to identify clients for each validation so that you can review their data in CAREWare and make any needed changes. It is similar to the [Validation Report](#) in the ADR Web System.



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## Entering and Reporting ADAP Medications

Payments for ADAP Medications are entered as Drug Payments in CAREWare. If you are not seeing your medications reported in your ADR, it is most likely an issue with the Funding field. The Funding for a medication must be set to “ADAP” to be included in the ADR.



The screenshot shows a form titled "Add" with several fields. The "Funding" field is highlighted with a red box and has a dropdown menu open, showing "ADAP" selected. Other fields include Date, Dispenser, Drug/NDC, Days (set to ADAP), Units (Full Drug Payment), Unit Price (Other), Drug Cost (Partial Drug Payment), and Dispense Fee.

## Where Can I Find Additional Resources?

The developers of CAREWare, jProg, have [ADR Documents](#) available on their website to support users.

You can contact the CAREWare help desk via [email](#) or phone (877-294-3571) if you have specific questions. The CAREWare listserv is also a great resource where you can ask questions of other CAREWare users - [click here](#) to subscribe. The HRSA HAB website also has a [CAREWare webpage](#) that includes the latest CAREWare build and manuals. Finally, you can also find documentation and frequently asked questions on the [CAREWare Knowledge Base](#).

You can also reach out to DISQ at [data.ta@caiglobal.org](mailto:data.ta@caiglobal.org) if you're not sure where to go. There is no wrong door for TA and we can connect you with the best resources to help you.

### Share Your CAREWare Materials:

If you've developed manuals, job descriptions or other CAREWare resources and would like to share them with other users, please contact the DISQ team at [data.ta@caiglobal.org](mailto:data.ta@caiglobal.org)

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