

**Nevada Office of HIV/AIDS
Ryan White HIV/AIDS Program
15-25: CAREWare User Create/Change Form**

*INSTRUCTIONS: This form is to be **completed digitally** by the new user or user's supervisor and forwarded to the Office of HIV/AIDS via CAREWareHelp@health.nv.gov. Keep a copy of this form on file at your agency. Please allow five business days to complete your request. For questions or help completing this form please contact CAREWareHelp@health.nv.gov. Handwritten forms will not be accepted.*

New CAREWare User

Delete CAREWare User

Only Agency Name, Requestor Name, Supervisor Name, and Signature required for deletions

Change CAREWare User Permissions

If specific permissions are needed, please describe in the Additional Comments/Notes section

Date: _____

Agency Name: _____

First Name: _____

Middle Initial: _____

Last Name: _____

Title: _____

Work Street Address: _____

City, State, Zip: _____

Employee Work Phone (Including Ext.): _____

Employee E-Mail Address: _____

Please select the provider type and user type this user will have in CAREWare:

Case Management Provider

Administrative User

Clinical Provider

Data View User

Eligibility & Enrollment Provider

General User

General Service Provider

Supervisor Name: _____

Supervisor Phone Number: _____

Supervisor Signature: _____

(Not required for Provider Administrator) _____

Additional Comments/Notes:

Instructions:

1. This form is to be completed by the requestor, signed by the requestor's supervisor (not required for a provider's administrator), and e-mailed to CAREWareHelp@health.nv.gov
2. Please supply any additional information deemed relevant in the comments section.
3. Once the completed form is received, a work order will be created.

Case Management Provider – Case Management Providers have the same permissions as General Service Providers, but they are able to use the Case Notes feature within CAREWare as well as view most client-level clinical and service data.

Clinical Provider – Clinical Providers have the same permissions as General Service Providers and in addition, they are able to view, enter, and edit all clinical data, and run reports.

Eligibility & Enrollment Provider – Eligibility & Enrollment providers have the permissions to add and edit Annual Review data and most Demographic information. ADAP Drug and Insurance providers have the permission to add insurance services in the Nevada ADAP Program domain.

General Service Provider - General Service Providers use Ryan White data in the provision of direct services to consumers. They have the ability to view, enter, and edit non-clinical client data, and to run certain reports.

Data View User – Data View users only have the ability to view non-clinical and non-service information. They have the ability to edit some Demographic fields.

General User – General Users have the ability to edit some Demographic information but view most information. This is the most common user type to be selected.

Administrative User - Agency Administrators access Ryan White data for program oversight. They are able to run reports. For agencies that will continue to use their own data systems, the Agency Administrator is also the person responsible for making sure of timely uploads of data files to be sent to OHA.

For OHA Staff										
	Case Management		Clinical Provider			Eligibility & Enrollment			General Service Provider	
Administrative User	1	5	2	4	5	3	5	7	4	5
Data View User	6		6			6			6	
General User	1	4	2	4		3	7		4	