



## Nevada Ryan White Parts ABCD Common Guidance Document Eligibility & Enrollment Frequently Asked Questions

**Question: If a client completes eligibility at Northern Nevada HOPES, is that eligibility entered into Part A/C CAREWare?**

Answer: Northern Nevada HOPES does not have or need access to the RWPA/C CAREWare as they are not part of the service community of the TGA. If a client moves from Northern Nevada to Southern Nevada and recently did their eligibility at HOPES a Part A enrollment provider can grab those documents from the client's record in Part B CAREWare. There would be no need to "reapply" if the client is currently eligible – just the transfer of records.

**Question: If a Client comes in for a recertification with a RWPA staff member but it is found out that it is time for an annual certification with RWPB, what are we to do?**

Answer: The goal of Universal Enrollment is to have eligibility information match in both CAREWares. If a client has been a long-time client in Part A but is brand new in Part B – with Universal Enrollment the client will be considered a long-time client of Universal Ryan White. There is no need to have the client schedule a full annual. If the very first enrollment document you are uploading into CAREWare for a client that is a recertification – please go back and grab the latest annual packet as well to upload.

**Question: What if we have a client that has been active for years and we never collected a proof of diagnosis, is there a "grandfather clause" for them?**

Answer: Proof of Diagnosis has always been a requirement of Ryan White. Please ensure that all required documents are in CAREWare before deeming a client eligible. If there is no Proof of Diagnosis currently on file for an active client then please ensure one is collected as soon as possible.

**Question: If a client comes into the office for RWPB eligibility and is missing either the "employer insurance verification form" or proof of insurance (CGD 15-59 or 16-10), would the client be pending for Part A and Part B or just Part B?**

Answer: The enrollment criteria for Ryan White Part A/C/D is the same as Ryan White Part B. What one Part requires is also what the other Part requires. We need to train ourselves out of the thinking that Part A doesn't require this but Part B does. If a client hasn't a survey of existing insurance coverage but is coming in for a reassessment then ensure this document is collected. Otherwise Access to Healthcare Network will be delayed in signing up a client for ADAP Medication or Insurance Assistance.

**Question: Is there any way for us to simply accept one a different agency's eligibility paperwork? So, if a client comes in for renewal for their Part A and to apply for Part B for the first time (or vice versa), is there a way to recognize the status of the existing relationship and accept previously submitted documents/paperwork?**

Answer: Yes, Nevada has Universal Enrollment for Ryan White. The application and documents for each are the same. The goal is to reduce the client's burden of having to have two annual assessments and two recertifications.



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**Question: If the enrollment status on both parts don't match then is enrollment really universal?**

Answer: The application and documents for each are the same. The goal is to reduce the client's burden of having to have two annual assessments and two recertifications. The agencies are tasked with ensuring that the same one annual assessment is in both CAREWares and the same one recertification is in both CAREWares.

**Question: I was wondering if a possible solution might be to have all clients (not brand new of course) start with the annual enrollment. That way regardless of the initiating part (RWPA or RWPB) there would be a complete set of new enrollment and supporting documents to be shared between the two and making the enrollment statuses match wouldn't be an issue.**

Answer: We want to ensure that the required documents are in CAREWare at least annually and we also do not want to burden the clients with having to submit documents that are not needed.

**Question: I've had a case where a client had let their eligibility lapse for a month, so they had expired at the end of November and just performed their eligibility update on the 19th of January. Since it was only one month of a lapse and they had previously performed an annual eligibility, I had them do a Six-Month Self-Attestation. Is this correct?**

Answer: Unfortunately no, if the client does not recertify before their end date then the client will have one month after their end date to complete a self-attestation recertification. If a client does not complete a self-attestation recertification within one month after their previous end date then they will need to complete a full annual application. The Ryan White HIV/AIDS Program Grantees expects and prefers that clients recertify their Ryan White enrollment before their eligibility ends. There will be no grace period after the month after expiration. (See Visual Supplements)

**Question: Can a client get ADAP services while provisionally enrolled?**

Answer: Yes, during the 30 days maximum of provisional enrollment a client can receive ADAP Medication or Insurance assistance (meaning they turned in the minimum documents necessary for provisional enrollment; see CGD 16-25). (See Visual Supplements)

**Question: If a client comes in early for their recertification, like 45 days before their end date, can we make their new start date the day after their current end date?**

Answer: No, whenever a client comes in is the client's new start date. (See Visual Supplements)

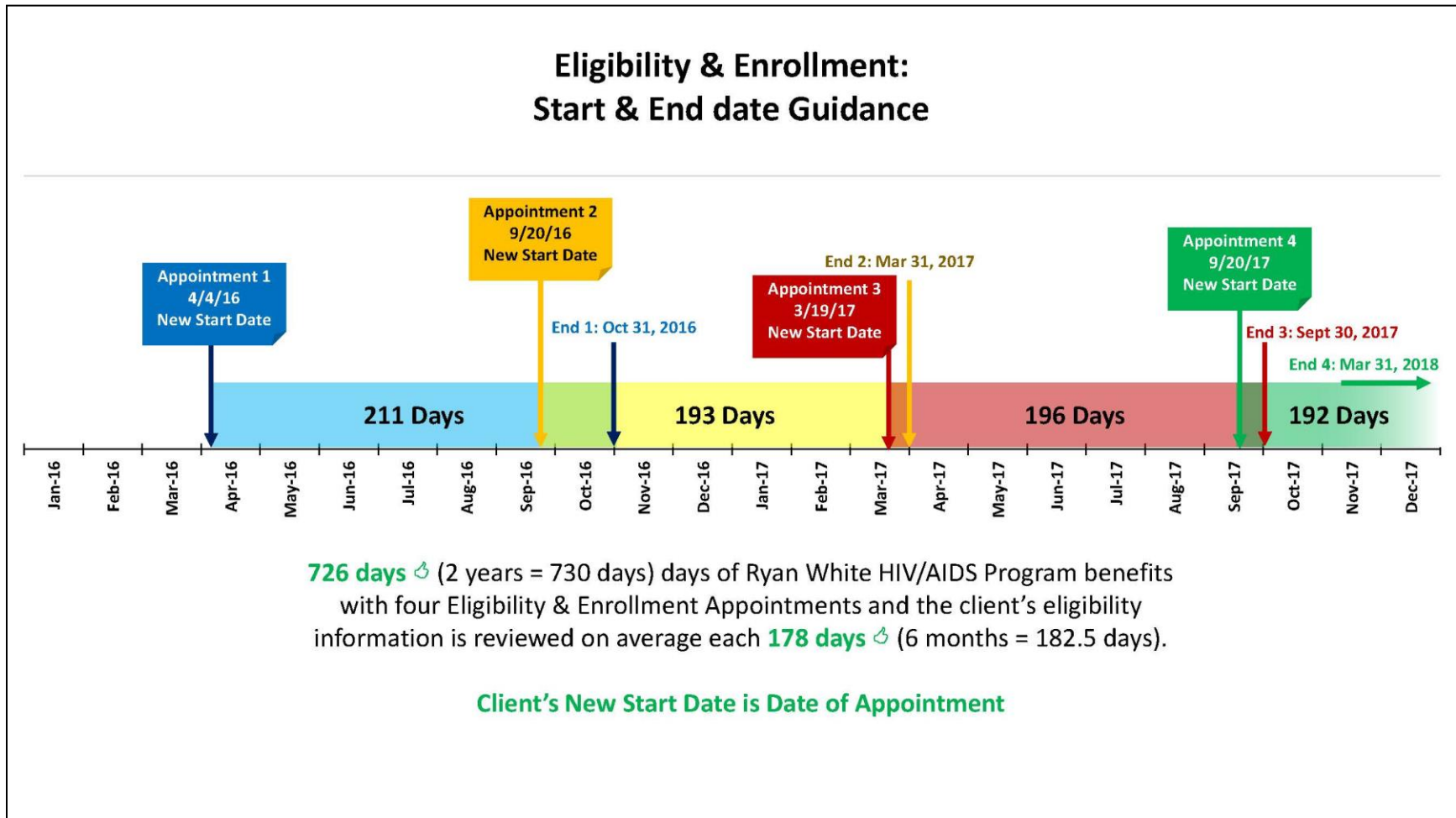
**Question: What services prior to Eligibility & Enrollment can be captured in backdating?**

Answer: Early Intervention Services, High Acuity Case Management, or Retention in Care Services (Outreach) allows for the Eligibility & Enrollment provider to backdate the start date, no more than 30 days, to capture those services. (See Visual Supplements)



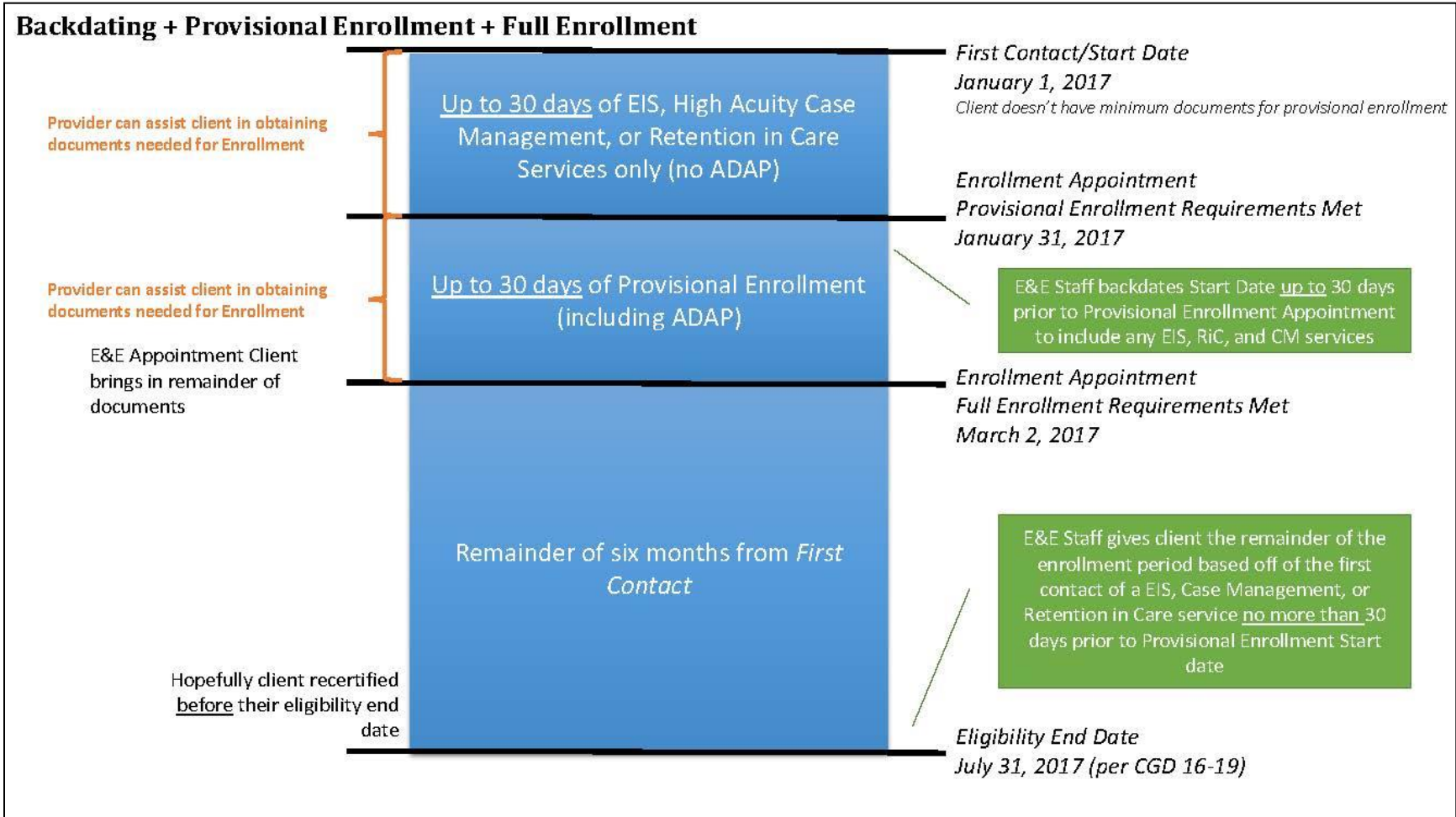
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## Visual Supplements



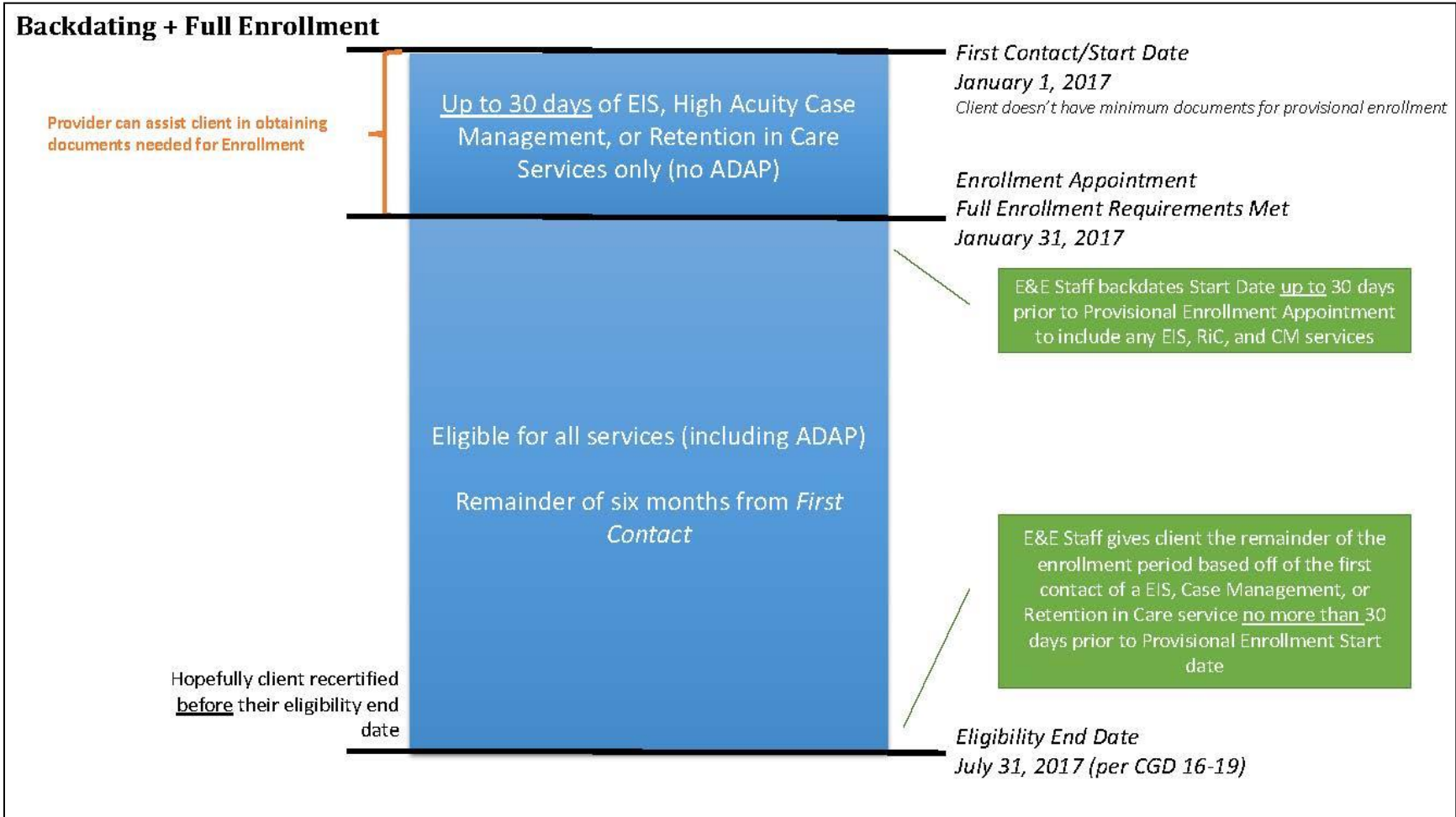


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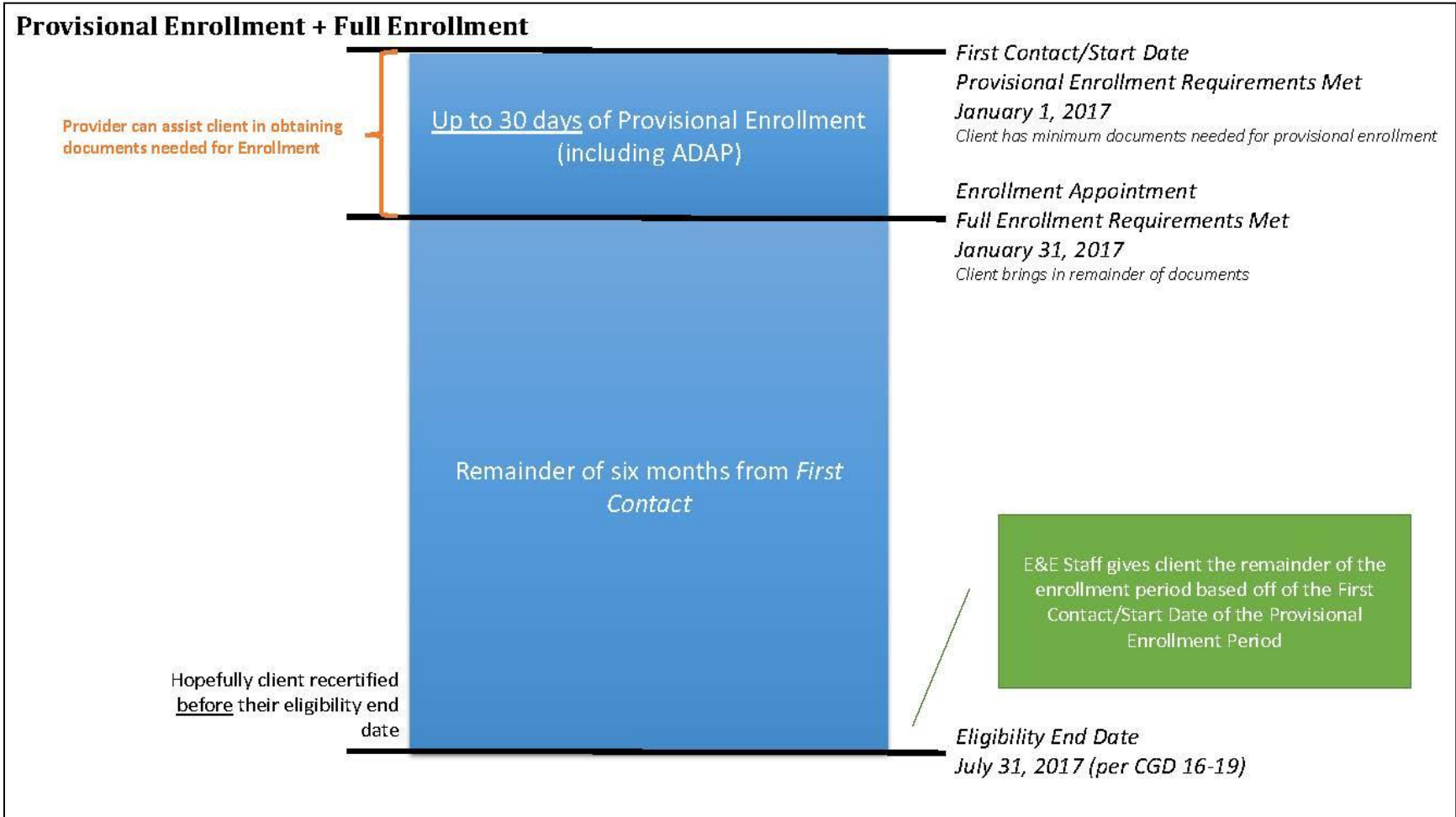


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**Nevada Ryan White Parts ABCD  
Common Guidance Document  
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**Full Enrollment**

