

CCare Eligibility Database Instructions

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Introduction

The CCare eligibility database is a centralized web-based data system that contains eligibility information, including citizenship and eligible immigration status, for every CCare client in the state. It was designed to standardize eligibility determinations for CCare clients, and to meet federal Medicaid eligibility regulations. The database coordinates client enrollment information statewide so that once enrolled, clients may access services at any CCare clinic. However, clients must still re-enroll annually.

CCare providers should use the database to check or confirm CCare eligibility status, enroll or re-enroll a client, request an Oregon birth record confirmation, and update citizenship and other eligibility information. When CCare claims are processed, the database confirms client eligibility for the date of service. The database supports CCare program integrity and monitors trends in enrollment and eligibility.

Getting Access & Logging In

A user name and password are required to access the CCare eligibility database. To request a user name and password, complete either the form in [Exhibit D-2a](#) or [Exhibit D-2b](#) based on the number of CCare clinics within your agency, and click the "Submit" button at the top. Someone at Ahlers will then contact you with your log-on information.

For information security, each user should have an individual user ID and password. Unique logons are also helpful for troubleshooting and training purposes.

To enter the CCare Eligibility Database go to: <https://fpep.ahlerssoftware.com>, enter your user name and password and press Enter on your keypad. The log-in screen looks like this:

The screenshot shows the login interface for the Oregon Contraceptive Care Eligibility Database. At the top left is the Ahlers & Associates logo. In the center, it says "Ahlers Integrated Solutions." with the tagline "Simple Software, Solid Support" below it. On the right is a red and white logo. Below this is a header bar that says "Log into the System". The main content area has a light blue background and is titled "Oregon Contraceptive Care Eligibility Database". In the center of this area is a white box containing a login form with two input fields: "User Name:" and "Password:", and a "Login" button below them. At the bottom of the page, there is a footer with contact information: "If you have trouble logging into the website call 1-800-888-1836 (8:00AM - 5:00PM, Monday - Friday (CST)), email customerservice@ahlerssoftware.com" and "Ahlers and Associates, 1710 Washington, Waco, Texas 76701". Below that, it says "All rights Reserved".

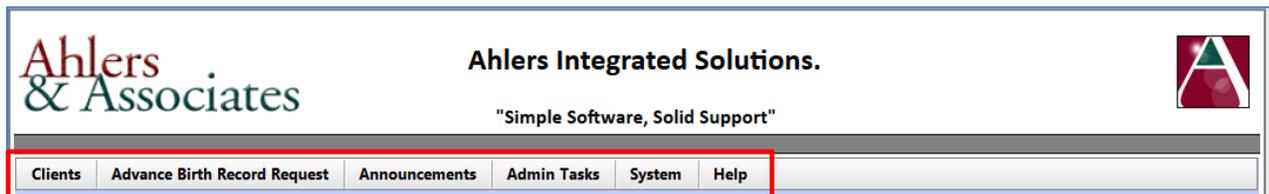
Instructions Screen-by-Screen

Oregon CCare Eligibility Database Announcements

After logging on to the CCare eligibility database, the following screen will open:



This page is updated with announcements on an as-needed basis. From here, other screens may be accessed by placing the cursor over the different

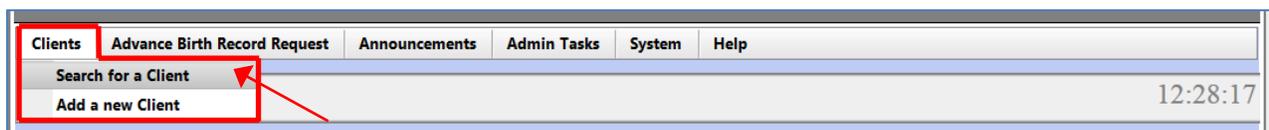


tabs on horizontal

menu bar at the top of the page:

Find a Client

Before adding a new record, search for ALL clients in the database, as a client may have been served previously at a different CCare clinic. To find a client, hover your mouse over the "Clients" tab, and click "Search for a Client" in the drop-down menu.



When the "Find a Client" screen appears enter the client's information in one or more of the search fields and click the "Find a Client" button; only the first 100 matches will be returned.

Tips for searching include:

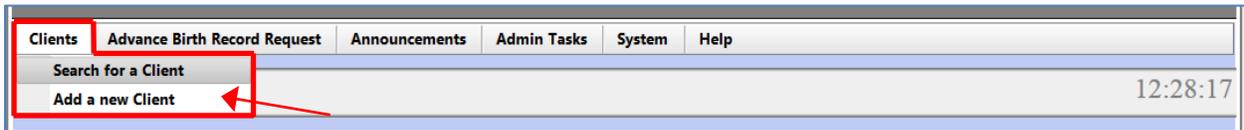
- Search using different fields (e.g. last name, SSN, date of birth).
- Search using just one piece of information (except First Name) and then using a combination of fields (e.g. Last Name and Date of Birth).
- Most fields will allow partial data. For example, search by Last Name and the first three letters of the First Name.
- If the client's CCare number is already known, search using that; it is the quickest way to locate the record.

Search Results

No result: If the search does not return any possible matches, this message will appear:

If no result is found, try

1. Searching again using different criteria; or
2. Click "Add a new client" and add the client to the database.

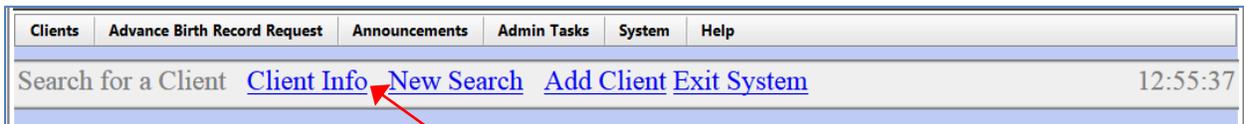


Single result: If there is a single, exact match for the search, all the fields on the "Find a Client" screen will be filled in from the client record and a message about citizenship verification will appear:



Check to make sure that the record displayed is the correct one for the client. This screen can be used to check a client's eligibility dates or find a client's CCare number.

If the client's record needs to be updated or reviewed in detail, click on the Client Info link near the top of the screen.



Multiple results: If there are several records that match the search criteria, the following screen will appear (please note that some information has been blocked for confidentiality purposes):

Search for a Client [New Search](#) [Add Client](#) [Exit System](#) 13:00:44

Oregon Eligibility - Find a Client

Use CCare number or any of the other search fields to find a client. Searches by first name only are not permitted; you must enter at least one other piece of information. Only the first 100 matches will be returned.

CCare number:

Last name: First name:

Date of birth: SSN:

CCare No.	Elig. from	Elig. to	Patient No.	Last name	First name	MI	DOB	SSN	City	Citiz veri
Client info		03/06/2006	03/06/2007							No
Client info		07/28/2004	07/28/2005							No
Client info		04/01/2004	04/01/2005							No
Client info		12/21/2007	12/21/2008							Yes
Client info		03/02/2004	03/02/2005							No
Client info		06/13/2005	06/13/2006							No
Client info		07/03/2007	07/03/2008							Yes
Client info		07/21/2005	07/21/2006							No
Client info		03/03/2005	03/03/2006							No
Client info		10/21/2008	10/21/2009							Yes
Client info		05/10/2004	05/10/2005							No

At this point, there are three options:

1. If the client is listed and their record needs to be updated or reviewed in detail, click on the [Client info](#) link to the left of the client's CCare number to go to their "Client Information" screen;
 - a) If the search turns up more than one record for the same client, please notify CCare staff (see Troubleshooting and Technical Assistance for contact information). Let CCare staff know which CCare numbers are involved and which record has the correct or most recent information. They will inactivate the other record(s).
2. Choose [New Search](#) to return to the "Search for a Client" screen and enter additional search information; or
3. If you cannot find the client, click the [Add Client](#) link at the top of the screen and add the client to the database.

Client Information Screen

Oregon ContraceptiveCare Eligibility - Client Information

CCare number: To be assigned upon completion.

Information from Enrollment Form

Legal Last Name(s)/Surname(s) First Name M.I.

Oregon Address

City Zip

Date of Birth Citizenship/Immigration Status U.S. Citizen OR Eligible Immigrant

SSN Teen client (≤ 19) cannot provide SSN

Sterilized for more than 6 months Yes No Has OHP Yes No

Has Private Insurance Yes No Special Confidentiality Yes No N/A

Household Size Monthly Income

Date Client Signed Enrollment Form

Provided health insurance enrollment information Yes Not Needed

Provided information on where to access primary care services Yes Not Needed

Visit Information

Reasonable Opportunity Period Yes

Supply-Only Encounter (Established family planning patient within your agency OR Established CCare client at another agency) Yes

Date of Last Annual Exam

Citizenship/Immigration Status & Identity Documentation

U.S. Citizenship Status
Eligible Immigration Status
Proof of Identity
Oregon Birth Record Request

Client provided proof of U.S. citizenship status.
 Clinic where the photocopy/scan of the original document is kept (please enter your Ahlers clinic number):
 OR
 Client needs verification by state. Must mark Reasonable Opportunity Period (ROP) above.
 State verified through SSA Match
 State verified through OR Vital Records

Whether you are adding a new client or viewing a current client, the “Client Information” screen is where you enter, and find, the following information.

Information from Enrollment Form

This section must be completed using the information provided on the client’s Enrollment Form.

The screenshot shows a web form titled "Information from Enrollment Form". The fields and options are as follows:

- Legal Last Name(s)/Surname(s) [text input] First Name [text input] M.I. [text input]
- Oregon Address [text input]
- City [dropdown menu] Zip [text input]
- Date of Birth [calendar icon] Citizenship/Immigration Status U.S. Citizen OR Eligible Immigrant
- SSN [text input with dashes] Teen client (≤ 19) cannot provide SSN
- Sterilized for more than 6 months Yes No Has OHP Yes No
- Has Private Insurance Yes No Special Confidentiality Yes No N/A
- Household Size [text input with up/down arrows] Monthly Income [text input]
- Date Client Signed Enrollment Form [calendar icon]
- Provided health insurance enrollment information Yes Not Needed
- Provided information on where to access primary care services Yes Not Needed

Legal Last Name(s)/Surnames, First Name, MI: First and last names are mandatory. Enter the full legal name.

Oregon Address, City, Zip: Clients must provide a residential address located in Oregon. If the client is a college student, they may provide their college address. If the client is homeless, enter the clinic address where they are seeking services.

Date of Birth: Enter the client’s date of birth. The system will not accept records for clients less than 10 or more than 75 years old.

Citizen/Eligible Immigration Status: This field should reflect the client’s answer to this question on their CCare Enrollment Form. Clients must be either U.S. citizens or have eligible immigration status in order to enroll in CCare. Please note that clients 19 and older claiming eligible immigration status must have had this status for 5 or more years.

- U.S. citizen and Eligible immigration status are mutually exclusive. The system will not save a record if both are marked.
- Unless the ROP is used, clients must have proof of their citizenship or immigration status on record in order to be enrolled or re-enrolled.

“On record” means documentation has already been seen and recorded in the database, or the state verified their status. This is essential because, according to federal law, clients may only be asked to produce proof once. It is also not necessary to collect documentation in order to serve a client with current eligibility.

SSN: Enter the Social Security number - it must be a valid number belonging to the client. If the client is a teen (≤ 19) and cannot provide an SSN, leave this field blank and check the box “Teen client (≤ 19) cannot provide SSN”.

If the message “Social Security number already exists” appears after trying to save the record, it means that there is already a record in the database with that SSN. First, confirm that the SSN was entered correctly. Then, go back to the “Search for a Client” screen and do a search using just that SSN. Look closely at the record that appears (go to the “Client Information” screen if necessary) to make sure that the client doesn't already have a record in the database. If there are two different people claiming the same SSN—one already in the database and the new client - please call state CCare staff (see Troubleshooting & Technical Assistance for contact information). They will try to determine to which person the SSN actually belongs.

Sterilized for more than 6 months: Clients who have been sterilized (female sterilization, hysterectomy, or vasectomy) for more than six months are not eligible for CCare.

Has OHP: Those with Oregon Health Plan coverage do not qualify for CCare.

Has Private Insurance: Clients who have private insurance may still qualify for CCare. CCare is a Medicaid program and should be the payer of last resort. If a client has private health insurance, bill their insurance first (unless they have confidentiality concerns, see below). CCare will pay the difference not covered by insurance up to the maximum amount CCare would have paid in the absence of insurance.

Special Confidentiality: This allows CCare to be billed in lieu of private insurance due to the client's fear that they will suffer harm if the policy holder(s) find out about the services they are receiving. This option does not apply just to teens, nor is it to be used for all teens. Clients can request special confidentiality regardless of insurance coverage.

Household Size: Enter the client's household size from Box 9 on the paper CCare Enrollment Form.

Monthly Income: Enter the total monthly income from Box 10 of the paper CCare Enrollment Form.

Date Client Signed Enrollment Form: Enter the date the client signed the enrollment form.

Provided health insurance enrollment information: Check “Yes” if you provided the client with health insurance enrollment information, and “Not Needed” if the client already has private health insurance.

Provided information on where to access primary care services: Check “Yes” if you provided the client with information on where they can go to access primary care services, and “Not Needed” if the client already has a PCP or indicated that they already know where to get the services.

Visit Information

The screenshot shows a form titled "Visit Information" with a light blue background. It contains three items:

- "Reasonable Opportunity Period" with a radio button next to "Yes".
- "Supply-Only Encounter(Established family planning patient within your agency OR Established CCare client at another agency)" with a radio button next to "Yes".
- "Date of Last Annual Exam" followed by a white text input field and a calendar icon.

Reasonable Opportunity Period: Click this button to use the Reasonable Opportunity Period (ROP) for CCare applicants who claim U.S. citizenship or eligible immigration status but who do not have proof immediately available. Using this exception will give clients 45-days to receive CCare services while obtaining documentation of their citizenship or immigration status. If this button does not appear on the screen, it means that the client has already used the ROP and may not enroll in CCare until citizenship is fully documented.

What To Do During ROP

The reasonable opportunity period (ROP) may only be used once per client and allows a 45-day “reasonable opportunity” period during which the client may receive CCare services while working with CCare staff to verify citizenship/eligible immigration status. All other CCare eligibility criteria must still be met. For a complete description of the ROP option, see [Section C](#) of the Reproductive Health Program Manual. When using the ROP, please remember:

- If the client was born in Oregon, complete a Birth Record Request (described on page 16) so CCare state staff can search for the client’s birth certificate electronically.
- If the client is a teen, is unable to provide their SSN, and was born outside of Oregon, have the client complete a birth certificate request for their birth state, so CCare staff can purchase the documentation on the client’s behalf.
- Ask the client to bring in any remaining documentation (such as proof of identity) as soon as possible.
- If the ROP is used by mistake, or for the wrong date, contact CCare staff (see Troubleshooting and Technical Assistance for contact information) to reset the ROP.

Supply only Encounter: Click this button if one of the following scenarios applies:

1. The client is newly enrolling in CCare but is an established client at your agency and has had at least one face-to-face reproductive health visit with a clinician in the last two years; or
2. The client is already enrolled in CCare and has been established on a birth control method at another agency within the last year. Clicking this button will allow a claim to be submitted for a supply-only pick-up encounter to CCare before submitting a claim for an actual visit.

Last Annual Exam: This field shows when the client last had an annual exam and cannot be updated by clinic staff. Ahlers updates this field monthly after CCare claims are paid. CCare will only pay for one annual exam per client per year, so use the information in this field to help determine when to schedule the clients' next annual. For CCare payment, an annual exam must occur 11 months plus one day after her last annual exam. For example, if a client's last annual exam was on March 22, 2014, then the earliest possible date for her next annual exam would be February 23, 2015.

Citizenship/Immigration Status & Identity Documentation

Citizenship/Immigration Status & Identity Documentation

U.S. Citizenship Status Eligible Immigration Status Proof of Identity Oregon Birth Record Request

Client provided proof of U.S. citizenship status.

Clinic where the photocopy/scan of the original document is kept (please enter your Ahlers clinic number):

OR

Client needs verification by state. Must mark Reasonable Opportunity Period (ROP) above.

State verified through SSA Match

State verified through OR Vital Records

The bottom of the "Client Information" screen has several tabs to record how the client's citizenship/immigration status and identity were verified.

[Exhibit C-3](#) lists the documents that the Centers for Medicare and Medicaid Services (CMS) consider to be acceptable proof of citizenship, immigration status, and identity. If the client brings in one of the accepted documents, ensure that is an original or agency-certified copy. Clients may not submit their own photocopies of documents.

U.S. Citizenship Status tab

If the client brought in an original or agency-certified copy of an accepted document proving their U.S. citizenship, mark "Client provided proof of U.S. citizenship status", make a legible copy or scan of the document and file it in the client's chart, then enter your clinic number. This allows CCare staff to locate the copies of a client's documents in case of an audit.

If the document also proves identity (see [Exhibit C-3](#) for a list of documents that prove both citizenship and identity), do the same in the "Proof of Identity" tab. See instructions for the "Proof of Identity" tab below.

Citizenship/Immigration Status & Identity Documentation

U.S. Citizenship Status Eligible Immigration Status Proof of Identity Oregon Birth Record Request

Client provided proof of U.S. citizenship status.

Clinic where the photocopy/scan of the original document is kept (please enter your Ahlers clinic number):

If the client's citizenship needs to be verified by the state, mark "Client needs verification by the state." And mark the Reasonable Opportunity Period in the Visit Information section.

Client needs verification by state. Must mark Reasonable Opportunity Period (ROP) above.

State verified through SSA Match

State verified through OR Vital Records

Please note that the boxes, "State verified through SSA Match" and "State verified through OR vital records" can only be used by CCare staff and will be checked only after an electronic match is found. If an Oregon birth record request was made for a client and both the "SSA Match" and "OR vital records" check boxes are not marked after the state runs a birth record match, then the client was not found in either the Oregon Birth Certificate file or through the SSA electronic match. In this event, ask the client to complete an out of state birth certificate request or bring in proof of citizenship.

Eligible Immigration Status tab

If the client brought in an original accepted document proving their eligible immigration status, mark "Client provided proof of eligible immigration status", make a legible copy or scan of the document provided and file it in the client's chart, then, enter your clinic number.

If the document also proves identity (see [Exhibit C-3](#) for a list of documents that prove both immigration status and identity), do the same in the "Proof of Identity" tab. See instructions for the "Proof of Identity" tab below.

If the client's immigration status needs to be verified by the state, mark "Client needs verification by the state" and the Reasonable Opportunity Period in the Visit Information section. Then, enter the relevant document information into the fields below. See [Exhibit C-3](#) for the list of accepted eligible immigration documents and the information needed from each.

Client needs verification by state. Must mark Reasonable Opportunity Period (ROP) above. Must provide document information below within 45 days to maintain CCare eligibility.

Click [HERE](#) for document requirements.

Document Type: Alien/USCIS # or I-94 #:

Expiration Date: Card # or Passport #:

Country of Issuance or SEVIS ID:

State verified through SAVE

Please note that the box, "State verified through SAVE" is only available to CCare staff and will be checked only after an electronic match is found. If the box remains unchecked after CCare staff have tried to electronically verify the client's immigration status, then client will need to bring in proof of their status to continue receiving CCare services.

Proof of Identity tab

Citizenship/Immigration Status & Identity Documentation

U.S. Citizenship Status | Eligible Immigration Status | **Proof of Identity** | Oregon Birth Record Request

Client provided proof of identity.

Clinic where the photocopy/scan of the original document is kept (please enter your Ahlers clinic number):

If the client brought in an original accepted document proving their identity, mark "Client provided proof of identity", make a legible copy or scan of the document and file it in the client's chart, then enter your clinic number.

Remember that some documents that prove U.S. citizenship or eligible immigration status also prove identity. If the client brings a document that proves both citizenship/immigration status and identity, mark "Client provided proof" in both relevant tabs.

Oregon Birth Record Request

Citizenship/Immigration Status & Identity Documentation

U.S. Citizenship Status
 Eligible Immigration Status
 Proof of Identity
 Oregon Birth Record Request

RH Program staff will match the information below with Oregon Vital Records on the first and third Tuesday of each month to confirm citizenship. Remember to copy the client's photo ID, put it in their medical record, and record it under the Proof of Identity tab.

Do not use this tab to submit a birth record request on behalf of potential CCare clients born in other states or countries. To request birth certificates for people born in other states, please visit the RH Program website. [Click here](#) for instructions and materials.

Client's Sex at Birth Female Male

County City

Client's Birthplace (must be in Oregon)

Last/Surname First name M.I.

Client's Name at Birth

Mother/Father/Parent's Name (before marriage/domestic partnership)

Mother/Father/Parent's Name (before marriage/domestic partnership)

Use this tab to request an Oregon birth record on behalf of existing clients or new clients using the Reasonable Opportunity Period (ROP); to request a birth record search for a new client before their first appointment, use the "Advanced Birth Record Request" screen described below. Note, however, that simply requesting a search does not constitute proof of citizenship, nor does it guarantee that a match for the client will be found.

When filling out the Birth Record Request:

- Provide as much information as possible. The client's last name at birth, date of birth, and county of birth are most important but parents' names are also useful.
- Make sure to spell everything correctly.
- Writing "county" is not required after the county name (e.g. Jackson County) but do not abbreviate (e.g., Mult.).

CCare staff will use this information to conduct matches with Oregon Vital Statistics files on the first and third Tuesday of each month. CCare staff will update the record of any client for whom a match is found by marking the "State verified through OR vital records". If a match is not found, nothing in the record will change and the client will need to produce corrected birth record information or other citizenship documentation within the ROP (45 days) to continue receiving CCare services. Remember, proof of identity is still required to complete citizenship/immigration status verification.

Advanced Birth Record Request



The Advanced Birth Record Request allows database users to request Oregon birth records for first-time CCare applicants before their enrollment date. It should only be used for clients who do not already have a record in the database. (If the database does contain a record for the client, use the "Birth Record Request" tab on the "Client Information" screen to request an Oregon birth record look-up, even if the client's eligibility has expired.) The "Advanced Birth Record Request" screen can be accessed from the menu row on the top of the screen by clicking on the "Advanced Birth Record Request" tab.

Saving Client Information

Once all information is entered and/or updated, click the "Save Client Info" button at the bottom of the screen. Eligibility and data quality edits will be applied at this point. If the record passes those edits, the database will save the record and, if applicable, assign a CCare number and updated eligibility dates.

Client Information screen for existing clients

If a client is already in the CCare Eligibility Database, all the fields explained above will be filled-in and there will be a gray box at the top of the screen with the client's eligibility information and history.



The following information is found in this box:

CCare number: The CCare number is the unique identifier for CCare clients statewide.

Eligibility dates: These are the client’s current eligibility dates. Records for existing clients may show old eligibility dates from as far back as 2003. If a client’s eligibility dates seem to reflect an odd or unconventional date range, the client may have been suspended or dis-enrolled because of their citizenship/immigration status or identity were not validated, their income was over the threshold, or they had OHP coverage. If so, click on the client’s eligibility history (the [Click here](#) link described below) to obtain more information. Eligibility dates are based on the client’s enrollment date (see below) and will be updated when the record is saved with a new enrollment date.

Record last updated on: This field shows the date on which the record was last updated, in addition to which project (agency) and clinic made those changes. Projects and clinics will be identified by their Ahlers numbers. See [Appendix A](#) for a current listing of CCare providers and their project and clinic numbers.

Client most recently enrolled at: This field shows at what project and clinic the client was last enrolled.

Client previously enrolled at: This field will indicate the project and clinic that previously enrolled the client.

Client’s eligibility history: When [Click here](#) is clicked, a new screen will open detailing a variety of possible events in a client’s eligibility record. Types of events recorded in this eligibility history include when a client was enrolled/re-enrolled, suspended or dis-enrolled; when their citizenship was verified, inactivated or modified; or when their ROP reset. This is an example of the eligibility history screen:

Date/Time	Project	Clinic	User	CCare Number	Last Name	First Name	Type of Event	Elig From
11/9/2016 4:38:59 PM	8888	8888	AHLERSTEST	4411138	WOMAN	WONDER	Enrolled/Re-enrolled	10/01/2016
11/9/2016 4:38:59 PM	8888	8888	AHLERSTEST	4411138	WOMAN	WONDER	Citizenship/Immigration verified	10/01/2016

Updating Client Information

There will be times when a client's information needs to be updated, at re-enrollment, for example, or if a client brings in proof of citizenship, immigration status or identity during their Reasonable Opportunity Period (ROP). Below are instructions on how to update client information for updating eligibility, re-enrolling, or other client information.

Updating Eligibility

The 45-day ROP gives CCare applicants a reasonable opportunity to obtain citizenship documentation. When that documentation becomes available, the client's record in the eligibility database must be updated. Take the following steps to update the client's record when citizenship, immigration status or identity documents are provided either from the client or from state staff as the result of an out-of-state birth certificate request:

1. On the "Search for a Client" screen, search by CCare number or other field(s) to find the client's record.

Note: Do not change the date the client signed the enrollment form unless the client has completed a new enrollment form because their ROP expired. If this is the case, all information from the newly completed form, including enrollment date and citizenship documentation, will need to be updated in the system.

2. If the client has provided eligibility documentation, mark "Client provided proof" in the applicable tab (U.S. Citizen Status, Eligible Immigration Status, or Identity), then enter the clinic number where a copy/scan of the document can be found.
3. If the client has called to provide immigration document information, but is not presenting the actual document in-person, enter the immigration document type and other applicable information as described in [Exhibit C-3](#). State staff will then use the information to verify the client's immigration status.
4. Once all information is entered, click the "Save Client Info" button at the bottom of the screen. If the documents satisfy the proof of citizenship/immigration and identity requirements, the system will generate a "Citizenship has been verified" message and a full year of eligibility for the client. The start date of the eligibility year should be date the client signed the enrollment form.

Re-Enrollment

1. On the "Search for a Client" screen, search by CCare number or other field(s) to find the client's record.
2. On the "Client Information" screen, enter the new date the client signed the enrollment form – it must match the date on the paper

Enrollment Form. It is not necessary to re-enroll an existing CCare client before the year's eligibility has expired. This applies even if the client is new to the clinic.

3. Update any other information changed since the client was last enrolled: income, insurance status, city of residence, etc. Ensure that the client's citizenship and identity documentation is entered, unless the ROP will be used.
4. When all the information is updated, click on "Save Client Info" at the bottom of the screen to save the record. If the information meets CCare eligibility requirements, the system will generate updated eligibility dates for the client.

Updating Client Information without Changing Eligibility

Follow the steps below for situations in which a client's record needs to be updated without changing the eligibility dates:

1. On the "Search for a Client" screen, search by CCare number or other field(s) to find the client's record.
2. Make whatever changes are needed in the record but do not change the "Client Signed Enrollment Form" field.
3. When all the information is entered, save the record by clicking the "Save Client Info" at the bottom of the screen. The new information will be saved but the client's eligibility dates will not change.

Eligibility Suspensions and Terminations

Each month, CCare staff verify client eligibility by performing Social Security number (SSN), immigration, and income verification checks.

Suspension

If a client is found to be over the income threshold for eligibility, the reported SSN cannot be verified, or the client's immigration status cannot be verified CCare staff will suspend the client's eligibility dates. When this happens an error message located in the gray box at the top of the "Client Information" screen will explain why the client's eligibility dates were suspended. For example:

This client is NOT currently eligible for CCare benefits
Client SSN found to be invalid. CCare eligibility is suspended until corrected SSN is entered and record is saved.

Termination

If either income or SSN cannot be verified within 45-days of the date of suspension, CCare staff will terminate client’s eligibility and an error message located in the gray box at the top of the “Client Information” screen will explain why the client’s eligibility dates were terminated (see example below). Clients whose eligibility was terminated will need to complete a new Enrollment Form in order to enroll in CCare again.

This client is NOT currently eligible for CCare benefits

Eligibility dates were ended because client cannot verify income. Client MUST fill out a new enrollment form before receiving CCare services.

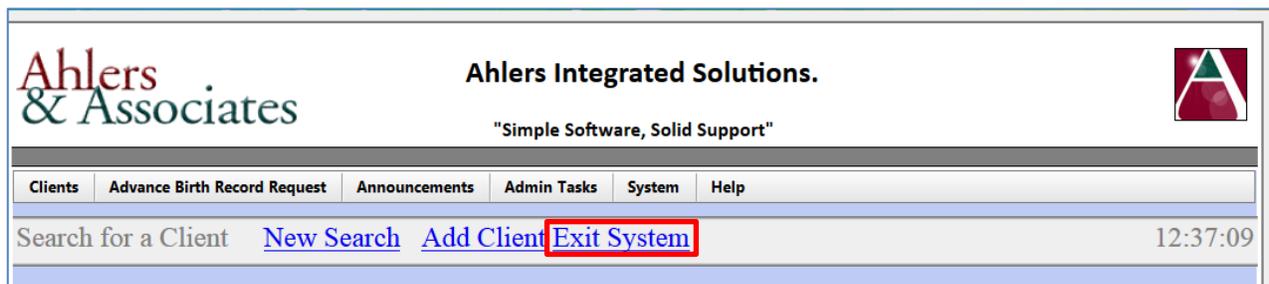
Note: Any claims submitted to CCare for dates of service after the date of suspension or termination will be rejected.

Below is a list of eligibility criteria that will be applied when a record is saved and the error message that will appear if each criterion is not met.

Eligibility Criterion	Error Message(s) if Criterion Not Met
Oregon residency	Client must reside in Oregon
Income at or below 250% FPL	Income is greater than 250% of poverty level
U.S. citizenship or eligible immigration status	<ul style="list-style-type: none"> ▪ Coding U.S. Citizen as Yes and Eligible Immigrant as Yes is invalid ▪ Coding U.S. Citizen as No and Eligible Immigrant as No is invalid
Proof of U.S. citizenship/eligible immigration status	<ul style="list-style-type: none"> ▪ Clients cannot be enrolled or re-enrolled without citizenship/immigration and identity documentation unless the ROP is used
Fertile (not sterilized for longer than 6 months)	Sterilized individuals are not eligible for CCare
Age between 10 and 75	<ul style="list-style-type: none"> ▪ Patient’s age is greater than 75 ▪ Patient’s age is less than 10
Valid SSN	<ul style="list-style-type: none"> ▪ Social Security number is a repetitive number ▪ Social Security number is missing ▪ Invalid Social Security number ▪ Social Security number already exists ▪ Valid SSN is required for clients age 20+ ▪ If teen client cannot provide SSN, check the checkbox.

Exit the Database

To exit the database entirely, click the [Exit System](#) link.



Troubleshooting and Technical Support

Ahlers & Associates and CCare staff are the two main sources of technical support for the CCare Eligibility Database. Contact CCare staff first for database problems and questions. If necessary, CCare staff will refer to staff at Ahlers for additional assistance. A more complete list of issues is below, along with the appropriate contact.

<p>Contact state CCare staff if: (971) 673-0355</p> <p>Please refer to Appendix B for detailed contact information.</p>	<ul style="list-style-type: none"> ▪ Find duplicate records for the same client ▪ Find more than one client claiming the same SSN ▪ Used the ROP in error or with the wrong Enrollment Date ▪ Have questions about citizenship documentation or other eligibility requirements ▪ The client’s eligibility was suspended or terminated because of invalid SSN or income ▪ The database does not react as expected or an unexplained encounter is encountered.
<p>Contact Ahlers & Associates if: Phone: (800) 888-1836 x 140 E-mail: customerservice@ahlerssoftware.com</p>	<ul style="list-style-type: none"> ▪ Unable to logon to the database ▪ The database is running slowly