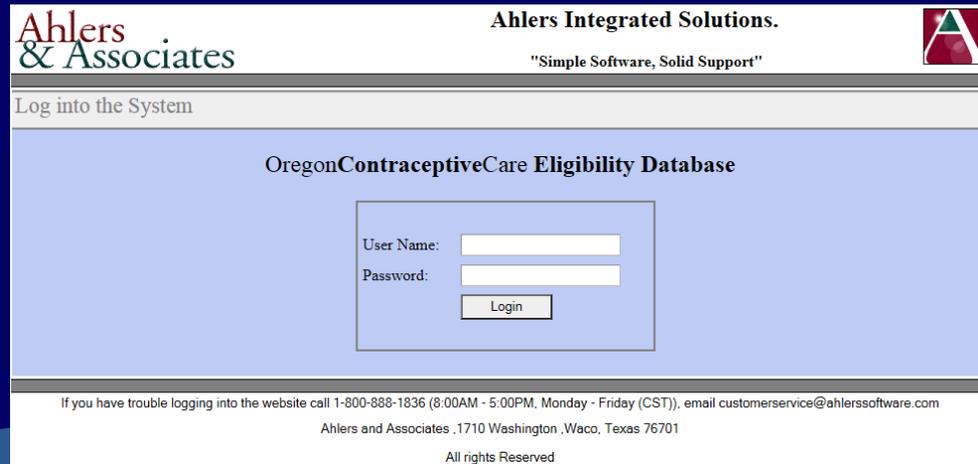


CCare Eligibility Database

For more detailed instructions see [Exhibit C-1](#)



The screenshot shows a web browser window with the following content:

- Header:** Ahlers & Associates logo on the left, "Ahlers Integrated Solutions." and "Simple Software, Solid Support" on the right, and a small red and white logo on the far right.
- Section:** "Log into the System" in a light blue box.
- Form:** A central box containing:
 - Text: "OregonContraceptiveCare Eligibility Database"
 - Form fields: "User Name:" followed by a text input field, and "Password:" followed by a password input field.
 - Button: A "Login" button below the password field.
- Footer:** A white box containing contact information:
 - Text: "If you have trouble logging into the website call 1-800-888-1836 (8:00AM - 5:00PM, Monday - Friday (CST)), email customerservice@ahlerssoftware.com"
 - Text: "Ahlers and Associates ,1710 Washington ,Waco, Texas 76701"
 - Text: "All rights Reserved"

Oregon
Health
Authority

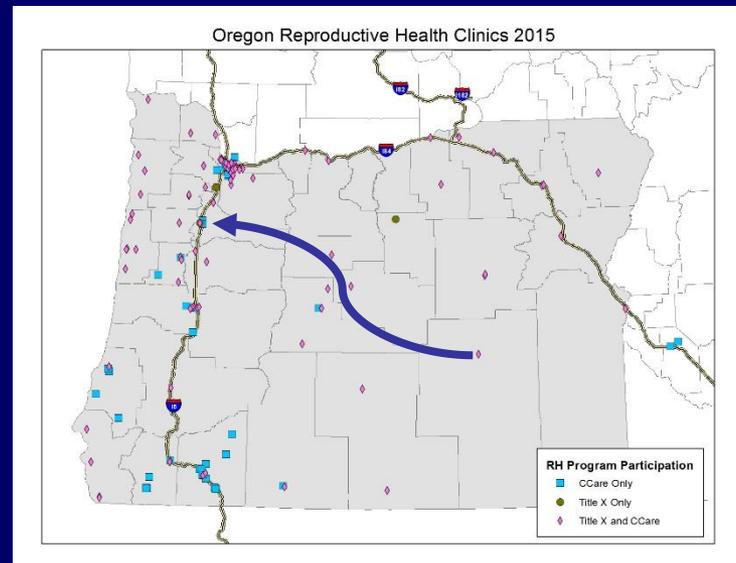
Agenda

- What is the CCare Eligibility Database?
- Getting Access & Logging In
- Find a Client
- Add New Client
- Error Messages
- Eligibility Database Audits



What is the CCare Eligibility Database?

A web-based data system that contains eligibility information for every CCare client in the state.



Allows clients to go to any CCare provider in the state without having to re-submit eligibility information at each clinic.

Getting Access

To get access to the Database, must get a user ID & password from Ahlers, the software company that runs the database.

Complete the form in Exhibit D-2 and click the Submit button. Ahlers will then contact you with your password.

Each user should have their own user ID and password.

Exhibit D-2a
SUBMIT

Ahlers User ID/Password Request Form*

**If your agency has more than 10 service sites/clinics please complete Exhibit D-2b.*

In addition to allowing access to the Ahlers Data Reports website (www.ahlerssoftware.com) and CCare Eligibility Database (<https://fpep.ahlerssoftware.com/login.aspx>), your username will link all client records that you create or modify in the CCare Eligibility Database to the agency number and clinic number(s) to which your username is assigned.

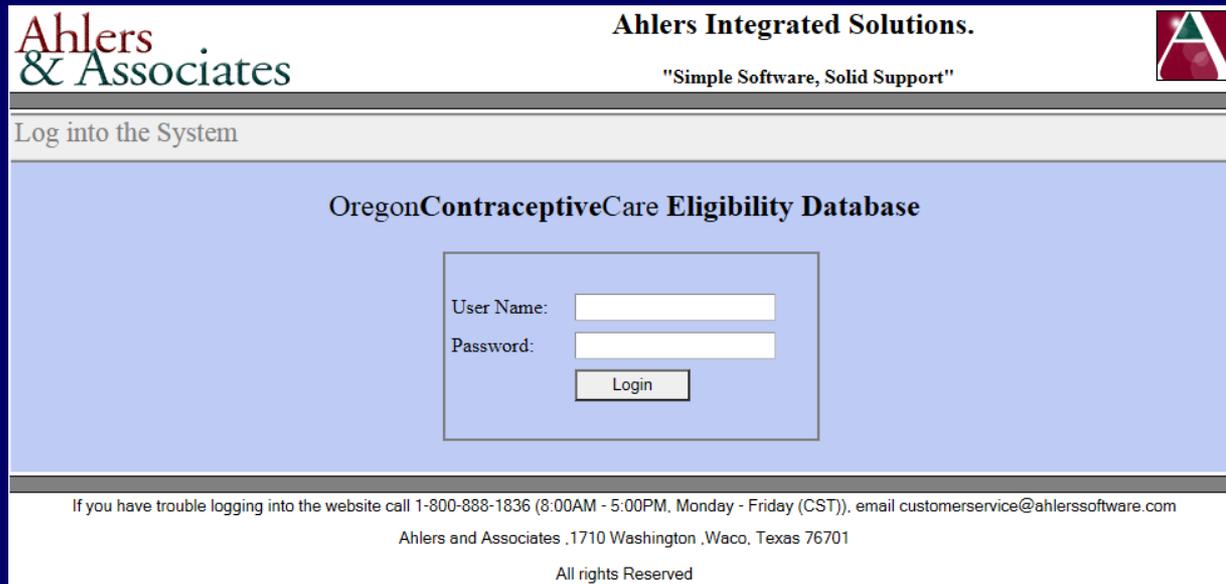
To gain access to the CCare Eligibility Database and Ahlers Data Reports, please provide the following information and click the link below to email this form to customerservice@ahlerssoftware.com. Ahlers will contact the user with their confidential password.

User Information	
Name:	
Title:	
Agency Name:	
Direct Phone Number:	Extension:
Email:	
Access Information (Project level)	
Username (up to 9 letters &/or numbers):	
Agency/Project Number (4-5 numeric digits):	

If you ever forget your password or need to change it, please contact Ahlers customer service at (800) 888-1836 or customerservice@ahlerssoftware.com.

Logging In

Go to <https://fpep.ahlerssoftware.com>:



The screenshot shows a web browser window with the following content:

- Header:** "Ahlers & Associates" logo on the left, "Ahlers Integrated Solutions." and "Simple Software, Solid Support" on the right, and a red and white logo on the far right.
- Section:** "Log into the System" in a light yellow bar.
- Title:** "Oregon Contraceptive Care Eligibility Database" centered in a blue box.
- Form:** A white box containing:
 - "User Name:" followed by a text input field.
 - "Password:" followed by a text input field.
 - A "Login" button below the fields.
- Footer:** "If you have trouble logging into the website call 1-800-888-1836 (8:00AM - 5:00PM, Monday - Friday (CST)), email customerservice@ahlerssoftware.com", "Ahlers and Associates, 1710 Washington, Waco, Texas 76701", and "All rights Reserved".

Type in user ID & password, then click Login or press Enter.

Announcements

When you first log in, you'll see CCare Eligibility Database Announcements:

The screenshot displays the Ahlers & Associates website interface. At the top, the logo for Ahlers & Associates is on the left, and the text "Ahlers Integrated Solutions." and "Simple Software, Solid Support" is on the right. A navigation menu includes "Clients", "Advance Birth Record Request", "Announcements", "Admin Tasks", "System", and "Help". The main content area is titled "CCare Eligibility Database Announcements :". Below this, a message states: "Starting February 1, 2017, the NEW CCare Enrollment Form is in effect! Please use the new forms, which you can find on our website along with updated instructions:". A link for "[RH Program Manual Section C](#)" is provided. At the bottom of the announcement box, there are navigation controls (back, forward, page numbers 1, 2, 3) and a "Page size: 1" dropdown. To the right, it indicates "3 items in 3 pages". Below the announcement box, a footer contains 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", "Ahlers and Associates, 1710 Washington, Waco, Texas 76701", and "All rights Reserved".

These are updated as needed and provide updates and/or reminders.

Find a Client

ALL reproductive health clients, even if they have never been to your clinic before, should be looked up in the CCare Eligibility Database.



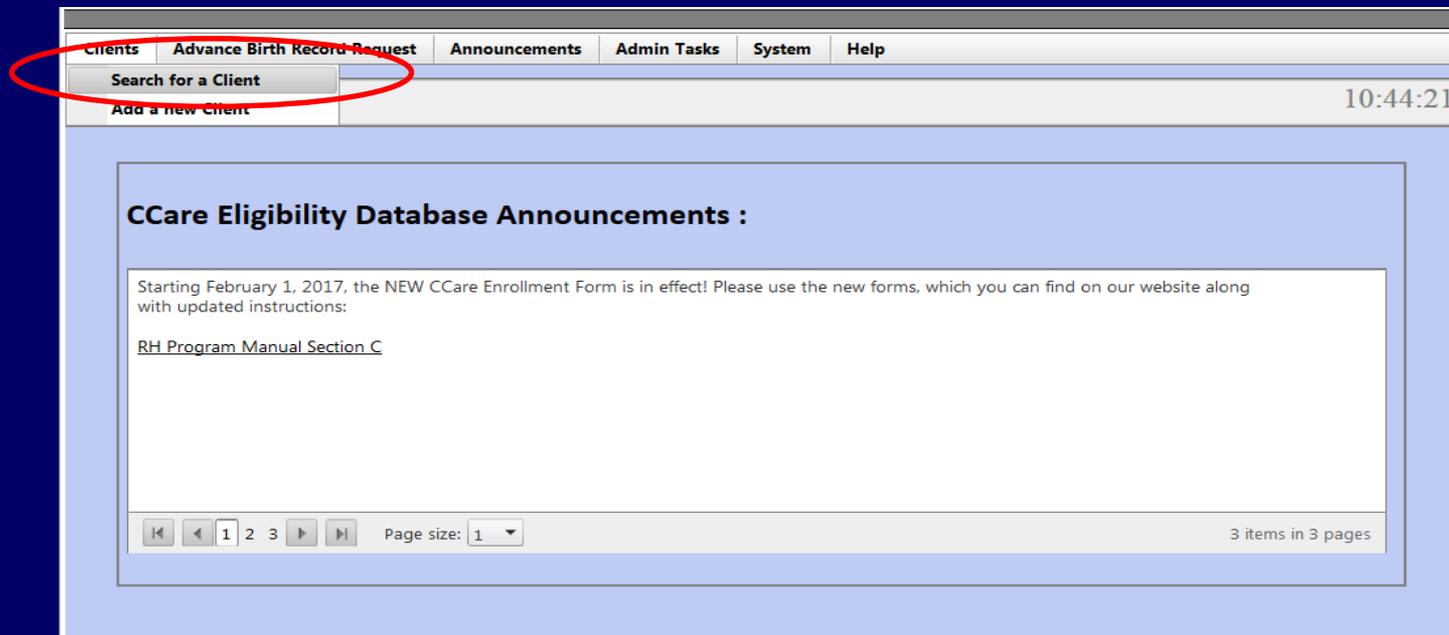
Why?

Because the client may have already enrolled in CCare at another clinic, saving you from having to collect eligibility information.

Find a Client – How?

After logging into the Eligibility Database, hover the cursor over “Clients” in the top left corner.

When the drop-down menu appears, click “Search for Client”.



The screenshot displays the Oregon Health Authority's Eligibility Database interface. At the top, a navigation bar contains several menu items: "Clients", "Advance Birth Record Request", "Announcements", "Admin Tasks", "System", and "Help". The "Clients" menu is circled in red, and a drop-down menu is visible below it, with the "Search for a Client" option highlighted. Below the navigation bar, there is a search bar with the text "Add a new Client" and a timestamp "10:44:21". The main content area features a section titled "CCare Eligibility Database Announcements :". Below this title, there is a text box containing the following information: "Starting February 1, 2017, the NEW CCare Enrollment Form is in effect! Please use the new forms, which you can find on our website along with updated instructions:" followed by a link to "RH Program Manual Section C". At the bottom of the page, there is a pagination control showing "Page size: 1" and "3 items in 3 pages".

Find a Client – How?

Enter client's information in one or more search fields and click Find a Client.

Clients Advance Birth Record Request Announcements Admin Tasks System Help

Search for a Client [New Search](#) [Add Client](#) [Exit System](#) 10:47:23

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:

The database will show the first 100 matches.

Find a Client – Tips

1. Search using different combinations of information. For example:

- Last name + Date of birth
- Date of birth + SSN
- Last name + First name
- Just Last name
- Just SSN



2. Most fields allow partial information. For example, you can search by entering just part of the last name and part of the first name.

Find a Client – No Results

If no results are found, this message will appear:

The screenshot shows a web application interface for finding clients. At the top, there is a navigation bar with tabs: Clients, Advance Birth Record Request, Announcements, Admin Tasks, System, and Help. Below the navigation bar, there is a search bar with the text "Search for a Client" and a timestamp "10:49:10". To the right of the search bar are links: "New Search", "Add Client", and "Exit System". Two red arrows point to the "New Search" and "Add Client" links. The main content area is titled "Oregon Eligibility - Find a Client". Below the title, there is a text box with the instruction: "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 of the other search fields." Below this instruction, a large red message reads: "Your search criteria produced no results, please try again". Below the message, there are search fields for "CCare number:", "Last name:", "Date of birth:", "First name:", and "SSN:". A "Find a Client" button is located at the bottom of the search form.

At this point, you may:

1. Search again by clicking on New Search, or
2. Add the client to the CCare Eligibility Database

Find a Client – Multiple Results

If multiple results are found, a screen like this will appear:

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	M.I.	DOB	SSN	City	City verification
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	03/02/2005									No
Client info	06/13/2005	06/13/2005								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

If this happens, there are two options:

1. Scroll the list and if you find the client, click the “Client Info” link on the far right of the client’s row, or
2. Search again.

Find a Client – Success!

If the search is successful, all the fields on the Find a Client screen will be filled and you will see a message about client's eligibility status.

Clients Advance Birth Record Request Announcements Admin Tasks System Help

Search for a Client [Client Info](#) [New Search](#) [Add Client](#) [Exit System](#) 12:55:37

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:	<input type="text" value="4411138"/>	First name:	<input type="text" value="WONDER"/>
Last name:	<input type="text" value="WOMAN"/>	SSN:	<input type="text" value="- -"/>
Date of birth:	<input type="text" value="01/01/1999"/>	Eligibility to:	<input type="text" value="10/01/2017"/>
Eligibility from:	<input type="text" value="10/01/2016"/>		

Citizenship/Immigration has been verified

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.

Current Clients – Current Status Box

Oregon ContraceptiveCare Eligibility - Client Information

CCare number: **04411138**
Eligibility dates: **10/01/2016** to **10/01/2017**
Record last updated on: 11/09/2016 from Project [8888](#) and Clinic [8888](#)
Client most recently enrolled at Project [8888](#) and Clinic [8888](#)
Client previously enrolled at Project [Unknown](#) and Clinic [Unknown](#)
[Click here](#) for client's eligibility history

This client is currently eligible for CCare benefits

Information from Enrollment Form

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

The gray box at the top of the Client Information screen shows a client's eligibility status and history.

Current Status Box

CCare number: unique CCare identifier assigned by database.

Eligibility dates: Client's current eligibility start and end dates.

CCare number: **04411138**

Eligibility dates: **10/01/2016** to **10/01/2017**

Record last updated on: 11/09/2016 from Project [8888](#) and Clinic [8888](#)

Record last updated on: shows which agency and clinic last updated the client's record.

Client most recently enrolled at Project [8888](#) and Clinic [8888](#)

Client previously enrolled at Project [Unknown](#) and Clinic [Unknown](#)

[Click here](#) for client's eligibility history

Client previously enrolled: shows what agency and clinic enrolled the client previously.

This client is currently eligible for CCare benefits

Client most recently enrolled: shows what agency and clinic last enrolled the client.

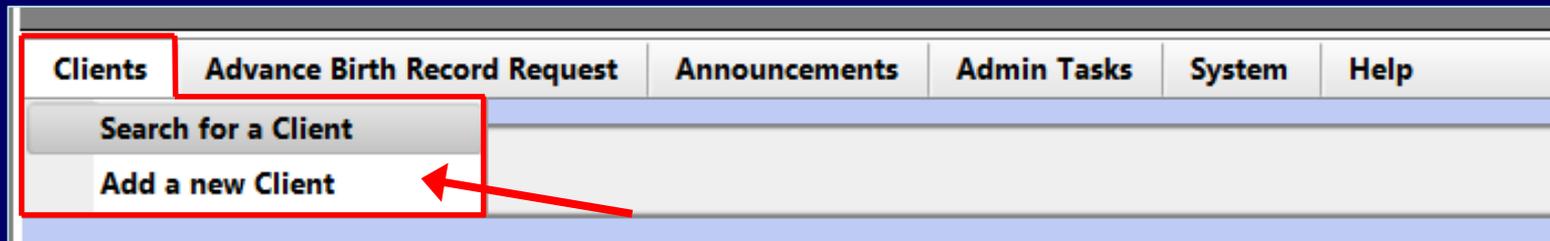
Eligibility history: opens a new window which shows where and when the client enrolled/re-enrolled, if the record was modified, etc.

Shows eligibility status, error messages, and citizenship and/or income verification status.

Add a Client

If you cannot find the client in the database, you'll need to add them.

To do so, hover the cursor over "Clients" in the top left corner. When the drop-down menu appears, click "Add a new Client."



Client Information Screen

Oregon Contraceptive Care 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

Information from Enrollment Form

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

Complete this portion using the information from the client's Enrollment Form. See [Exhibit C-1](#) for more information.

Visit Information

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 

Reasonable Opportunity Period: This will allow clients who do not have proof of citizenship or immigration status immediately available to receive 45 days of CCare services while citizenship or immigration status is verified.

Supply only Encounter: Click this button if the FIRST claim you are billing to CCare is for a supply-only visit AND *EITHER* 1) the client is new to CCare but has had at least one face-to-face reproductive health visit with a clinician at your agency in the last two years; *OR* 2) the client is new to the agency but was enrolled in CCare at another agency within the last year.

Last Annual Exam: Ahlers updates this field monthly. CCare will only pay for one annual exam every eleven months + 1 day, so use this field to help determine when to schedule the client's next annual.

Citizenship/Immigration Status & Identity Documentation tabs

Where to record how the client's citizenship and identity was verified, and where a copy of the documentation is kept. See [Exhibit C-3](#) for a list of documents that prove citizenship, eligible immigration status and identity.

The screenshot shows a web form titled "Citizenship/Immigration Status & Identity Documentation". It features four tabs: "U.S. Citizenship Status", "Eligible Immigration Status", "Proof of Identity", and "Oregon Birth Record Request". The "U.S. Citizenship Status" tab is selected. The form contains the following elements:

- 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

Citizenship/Immigration Status & Identity Documentation tabs

If the client's status is already verified, you will see the below message:

Citizenship/Immigration Status & Identity Documentation

Citizenship/Immigration has been verified

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

U.S. Citizenship tab

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

When...	check box	and remember to...
Client provides proof (See Exhibit C-3 for a list of documents that prove U.S. citizenship)	“Client provided proof of U.S. citizenship.”	Copy/scan the document into the client’s chart, and enter clinic number where copy/scan of document made.
Electronic verification is needed	“Electronic verification by the state is required.”	Check Reasonable Opportunity Period box in the Visit Information section.
Client’s citizenship is already verified	N/A – nothing is needed	

Eligible Immigration Status tab

Citizenship/Immigration Status & Identity Documentation

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

Client provided proof of eligible immigration 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.
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

When...

Client provides proof
(See [Exhibit C-3](#) for a list of documents that prove U.S. citizenship)

check box

“Client provided proof of eligible immigration status.”

and remember to...

Copy/scan the document into the client’s chart, and enter clinic number where copy/scan of document made.

Eligible Immigration Status tab (cont.)

Citizenship/Immigration Status & Identity Documentation

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

Client provided proof of eligible immigration 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. 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

When...	check box	and remember to...
Electronic verification is needed	“Electronic verification by the state is required.”	Write in the applicable immigration document information when the client provides it, and check the box in the CCare Eligibility Database to indicate that the client is using the Reasonable Opportunity Period

Eligible Immigration Status tab

Citizenship/Immigration Status & Identity Documentation

Citizenship/Immigration has been verified

U.S. Citizenship S

Client provided proof of eligible immigration 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. Must provide document information below within 45 days to maintain CCare eligibility.

Click [HERE](#) for document requirements. Click [HERE](#) to see example immigration documents.

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

Expiration Date: Card # or Passport #:

Country of Issuance or SEVIS ID:

State verified through SAVE

When...

check box

and remember to...

Client's immigration status is already verified

N/A – nothing is needed

Proof of Identity tab

Citizenship/Immigration Status & Identity Documentation

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

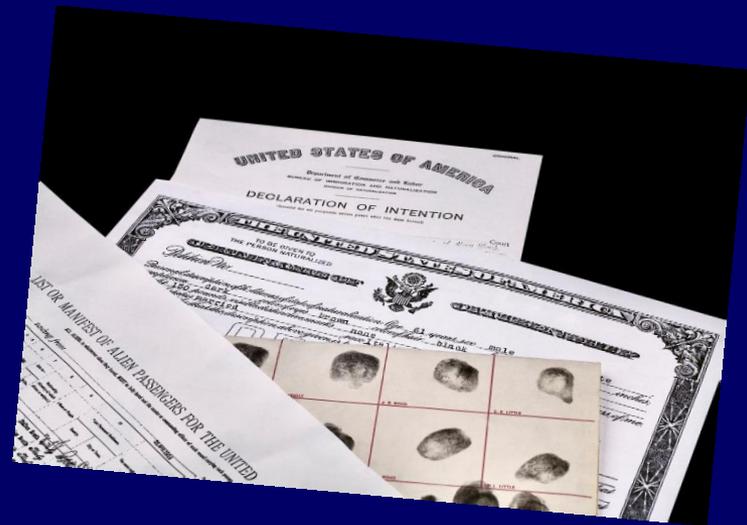
Client provided proof of identity.

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

When...	check box	and remember to...
Client provides proof (See Exhibit C-3 for a list of documents that prove identity)	"Client provided proof of identity."	Make a copy of the document for their medical record
Client does not provide proof	Leave blank	Check the box in the CCare Eligibility Database to indicate that the client is using the Reasonable Opportunity Period. If the client does not provide proof of identity until after the ROP has expired, they must complete a new enrollment form.
Client's citizenship/immigration is already verified	N/A - nothing is needed	

Electronic Citizenship Verification

- If a match isn't found, the boxes will remain unchecked and the client will need to prove citizenship another way



- Either way, identity documentation will still need to be collected.

Oregon Birth Record Request tab

Birth Record Request: if a client cannot provide proof of citizenship AND they were born in Oregon, you may request an electronic search for their Oregon birth record. Have the client fill out the [Oregon Birth Information Form \(Exhibit C-5\)](#) and enter it as shown below.

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)

Note that completing this request does not constitute proof of citizenship, nor does it guarantee a match.

Oregon Birth Record Request tab

- Provide as much information as possible.
 - Most important: client's last name at birth, DOB (from above) and county of birth

- Spell everything correctly

- Do not abbreviate

The screenshot shows a web form with four tabs: "U.S. Citizenship Status", "Eligible Immigration Status", "Proof of Identity", and "Oregon Birth Record Request". The "Oregon Birth Record Request" tab is active. The form contains the following text and fields:

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)

Client's Name at Birth

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

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

Below the "Client's Name at Birth" field, there are three columns: "Last/Surname", "First name", and "M.I.", each with an input field. The "Client's Birthplace" and "Client's Name at Birth" fields are highlighted with red boxes in the original image.

Save Client Info (Bottom)

- When all information is entered and/or updated, click the Save Client Info button at the bottom of the screen.



- The database will check the data and if everything passes (i.e., no blank fields), the record will be saved.
- At this point, the client will be assigned a CCare number and their eligibility dates will be updated.

Error Messages

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.

Eligibility Suspension Messages

CCare state staff perform SSN and income verification checks on a regular basis.

If a client's income is found to be over 250% FPL, or their SSN could not be verified, CCare state staff will suspend their eligibility & one or both of these error message(s) will appear in the database:

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.

This client is NOT currently eligible for CCare benefits
Wage records indicate client may be over CCare income threshold. CCare eligibility is suspended until client is contacted to resolve income discrepancy. Once explained, contact CCare state staff to reinstate client's eligibility.

Clinic staff then have 45 days to try to verify the client's SSN and/or income.

Eligibility **Termination** Messages

If clinic staff are unable to verify the client's SSN or income, the client's eligibility will be terminated and one or both of the following messages will appear in the database.

This client is NOT currently eligible for CCare benefits

Eligibility dates were ended because client cannot verify income

This client is NOT currently eligible for CCare benefits

Eligibility dates were ended because client has invalid SSN

Note: any claims submitted for dates of service after suspension or termination will be rejected.

Exit Eligibility Database



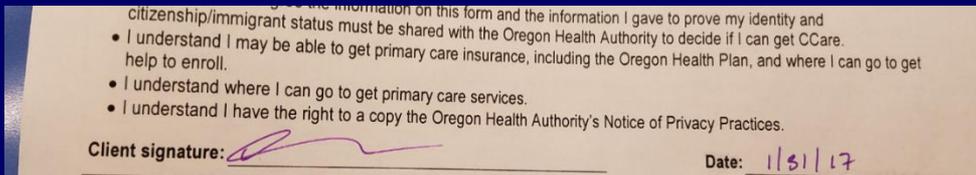
To exit, click "Exit System" at the top of the screen:

Ahlers & Associates		Ahlers Integrated Solutions.		
		"Simple Software, Solid Support"		
Clients	Advance Birth Record Request	System	Help	
Search for a Client	Client Info	New Search	Add Client	Exit System
				14:44:04

Eligibility Database Audits

There are three main items from the database that are checked during a CCare chart audit:

1. The signature date on the Enrollment form = Date Client Signed Enrollment in the database.



citizenship/immigrant status must be shared with the Oregon Health Authority to decide if I can get CCare.

- I understand I may be able to get primary care insurance, including the Oregon Health Plan, and where I can go to get help to enroll.
- I understand where I can go to get primary care services.
- I understand I have the right to a copy the Oregon Health Authority's Notice of Privacy Practices.

Client signature: [Signature] Date: 1/31/17

=

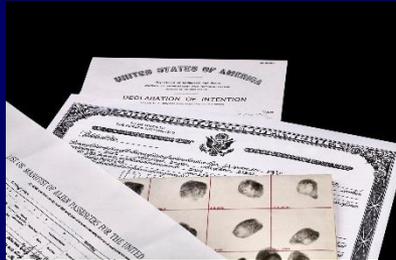
Date Client Signed Enrollment Form 01/31/2017

Remember: If the Enrollment form is entered into the database in batches, do not enter the enrollment date as the date you are entering the data.

Eligibility Database Audits

There are three main items from the database that are checked during a CCare chart audit:

2. Copies of citizenship or identity documentation provided by the client are in the client's chart. Scanned copies may be kept in the EHR, in lieu of keeping a paper copy.



Eligibility Database Audits

There are three main items from the database that are checked during a CCare chart audit:

3. Dates of visits are within the client's eligibility dates.

Eligibility dates: **10/20/2015** to **02/16/2016**



Resources

For more detailed instructions see:

Program Manual at
healthoregon.org/rhmanual

[Exhibit C-1, CCare Eligibility Database Instructions](#)

The screenshot shows the Oregon Health Authority website. The main navigation bar includes 'Public Health', 'Topics A to Z', 'Data & Statistics', 'Forms & Publications', 'News & Advisories', 'Licensing & Certification', 'Rules & Regulations', and 'Public Health Directory'. The left sidebar lists various health topics, with 'Reproductive Health Provider Resources' highlighted. The main content area is titled 'Oregon Reproductive Health Program Manual' and includes an 'Overview' section with a bulleted list of links and a numbered list of sections: 1. Section A - Reproductive Health Program, 2. Section B - Title X (not applicable to agencies that only receive CCare), 3. Section C - CCare, 4. Section D - Oregon Clinic Visit Record, and 5. Section E - Appendices. A 'Provider Quick Links' sidebar on the right contains links for Program Manual, Provider Trainings, Additional Provider Resources, Program Newsletter, CCare Social Marketing & Outreach Materials, Order Health Education Materials, and Contact Us (Clinic Directory, Reproductive Health Staff).

Exhibit C-1

CCare Eligibility Database Instructions

Introduction	3
Getting Access & Logging In	3
Instructions Screen-by-Screen	
Oregon CCare Eligibility Database Announcements	4
Find a Client	4
Search Results	5
No Result	5
Single Result	6
Multiple Results	7
Client Information Screen	8
Information from Enrollment Form	9
Legal Last Name(s)/Surnames, First Name, MI	9
Oregon Address, City, Zip	9
Date of Birth	9
Citizenship/Eligible Immigration Status	9
SSN	10
Sterilized for more than 6 months	10
Has OHP	10
Has Private Insurance	10
Special Confidentiality	10
Household Size	10
Monthly Income	10
Date Client Signed Enrollment Form	11
Provided health insurance enrollment information	11
Provided information on where to access primary care	11
Visit Information	11
Reasonable Opportunity Period	11
Supply-Only Encounter	12
Last Annual Exam	12
Citizenship/Immigration Status & Identity Documentation	12
U.S. Citizenship Status tab	13

Questions?

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Oregon
Health
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