RH Program Eligibility Database Instructions

What is the RH Program Eligibility Database?

The RH Program Eligibility Database (Database), operated by Ahlers & Associates, is a centralized web-based data system that contains eligibility information for every RH Program client in the state. The Database coordinates client enrollment information statewide so that once enrolled, clients may access services at any RH Program clinic[1] in the state.

You can use the Database to:

- ☐ enroll and re-enroll clients,
- ☐ request an Oregon birth record search,
- ☐ check RH Program enrollment status, and
- ☐ update client information.

Additionally, when RH Program and CCare claims are processed, the claims system checks the Database to confirm client enrollment for the date of service.

Special Note for CCare-Only Clinics

Due to restrictions in CCare funding, there are some rules that only apply to clinics that just operate CCare (CCare-only clinics). These rules are noted through-out these instructions with asterisks (*) and sometimes a special text box, like below. The table of contents lists where these rules are located.

*** Sample text box for CCare-only clinics**

Getting Access

To access the Database, users must have their own user name and password. To request a user name and password, staff must complete and submit an Ahlers User ID/Password Request form:

- Request form for agencies with fewer than 10 clinics
- Request form for agencies with 10 or more clinics

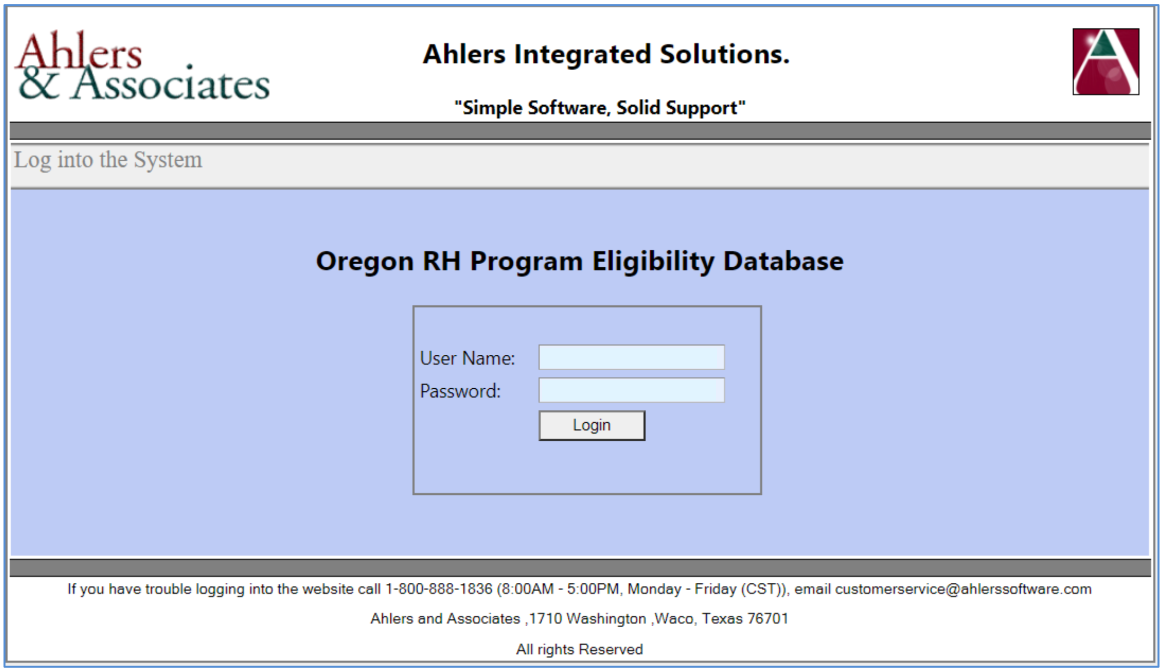
Once the form is submitted, Ahlers customer service will contact the staff person with their log-on information.

Users are required to have their own log-on information to maintain information security. Unique logons are also helpful for troubleshooting and training purposes.

[1] Clinics that just operate CCare may only bill for services related to preventing unintended pregnancies provided to clients whose Eligibility Database profile shows this message: The RH Program will cover services related to preventing or achieving pregnancy (i.e. FAMILY PLANNING) for this client.

Logging In

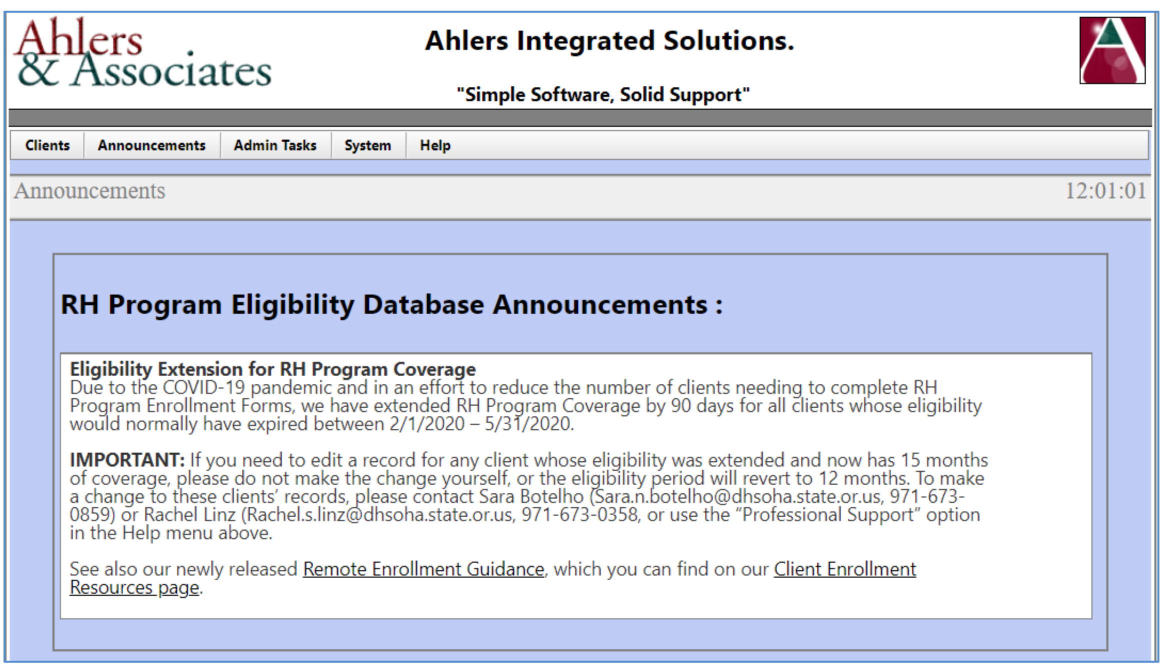
To access the Database, go to: https://fpep.ahlerssoftware.com, enter your user name and password, and press Enter on your keypad. The log-in screen looks like this:



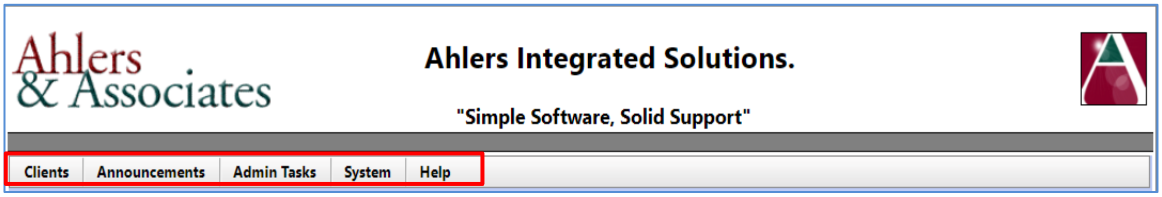
<u>Screen-by-Screen Instructions</u>

Oregon RH Program Eligibility Database Announcements

After logging into the Database, the following screen will open. This page is updated with announcements on an as-needed basis.



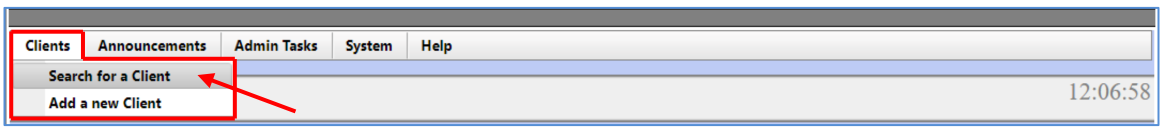
From here, other screens may be accessed by placing the cursor over the different tabs on the horizontal menu bar at the top of the page:



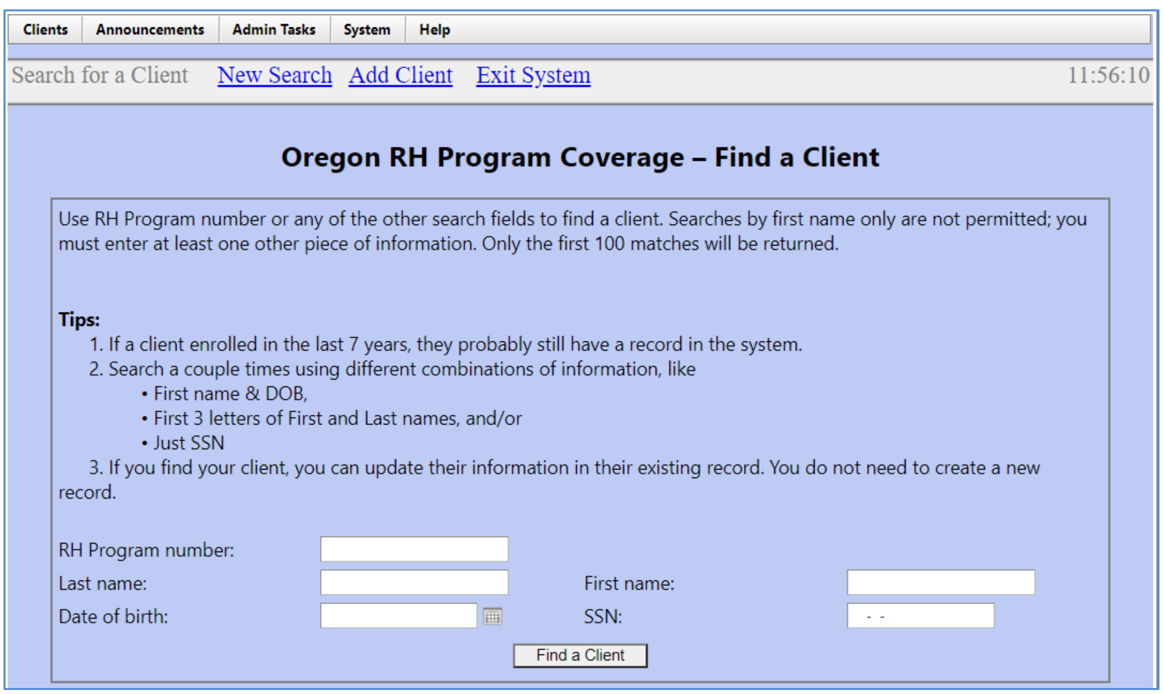
Find a Client

When a client comes to the clinic, **search for them in the Database before adding them**. They may have already enrolled at a different RH Program clinic, or been enrolled in previous years.

To find a client, hover the 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.

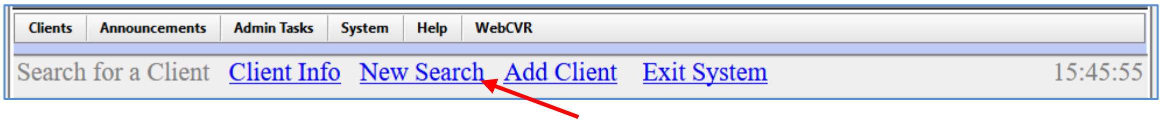


Search for clients multiple times using different search criteria:

- ☐ The client's RH Program number; it is the quickest way to locate a record.
- ☐ The name fields allow partial data. For example, search by Last Name and the first three letters of the First Name.

- ☐ Search using just one piece of information, except First Name (e.g. last name, SSN, date of birth).
- ☐ Search using a combination of fields (e.g. Last Name and Date of Birth).

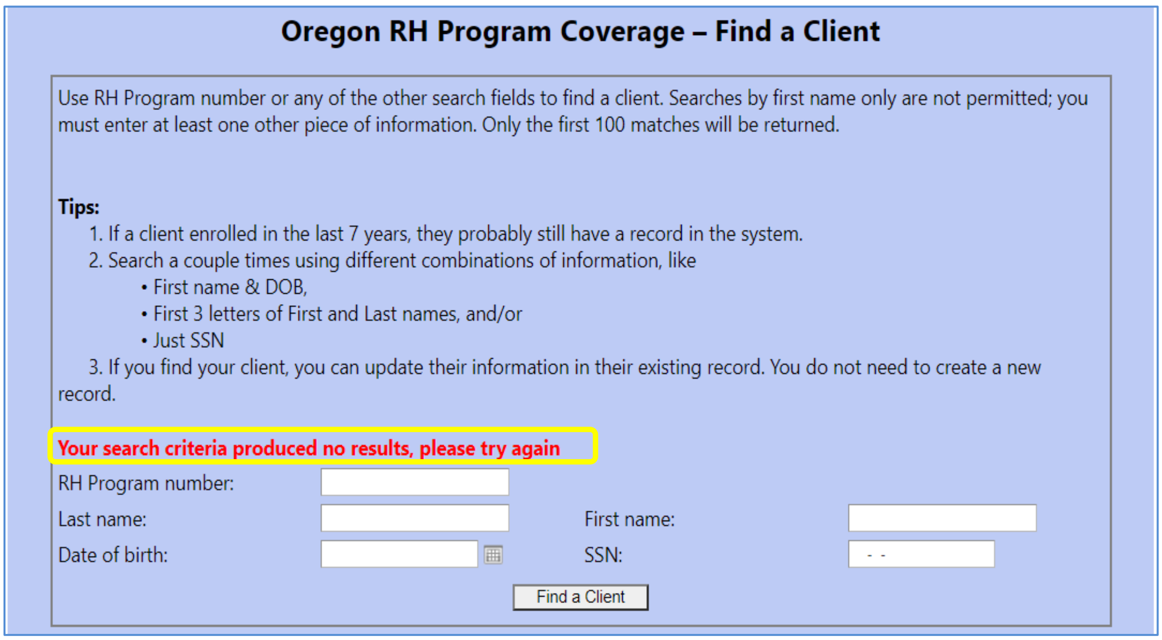
To search using different criteria, click New Search.



Search Results

No result

If the search does not return any matches, the message below will appear.



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 and a message about citizenship verification will appear:

Oregon RH Program Coverage – Find a Client

Use RH Program 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.

Tips:

1. If a client enrolled in the last 7 years, they probably still have a record in the system.
2. Search a couple times using different combinations of information, like
   - First name & DOB,
   - First 3 letters of First and Last names, and/or
   - Just SSN
3. If you find your client, you can update their information in their existing record. You do not need to create a new record.

RH Program number: 4411443

Last name: WOMAN | First name: MAGNIFICENT

Date of birth: 12/23/2000 | SSN: - -

Eligibility from: 01/04/2019 | Eligibility to: 01/04/2020

Citizenship/Immigration has been verified

This screen can be used to check a client's eligibility dates or find a client's RH Program number. Just make sure that the information is for the correct client. Then, if the client's record needs to be updated or reviewed in detail, click the Client Info link near the top of the screen.

Clients | Announcements | Admin Tasks | System | Help | WebCVR

Search for a Client   Client Info   New Search   Add Client   Exit System   15:45:55

Multiple results

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

Oregon RH Program Coverage – Find a Client

Use RH Program 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.

Tips:

1. If a client enrolled in the last 7 years, they probably still have a record in the system.
2. Search a couple times using different combinations of information, like
   - First name & DOB,
   - First 3 letters of First and Last names, and/or
   - Just SSN
3. If you find your client, you can update their information in their existing record. You do not need to create a new record.

RH Program number:

Last name: smith | First name:

Date of birth: | SSN: - -

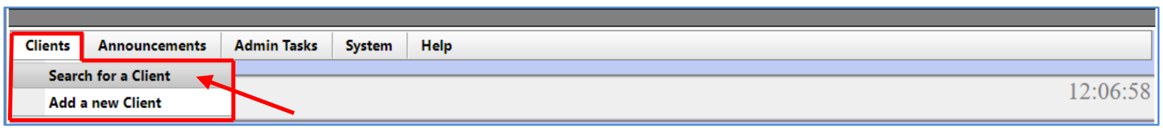
	RH Program No.	Elig. from	Elig. to	Patient No.	Last name	First name	M.I	DOB	SSN	City	Citiz verif
Client info	[redacted]										Yes
Client info											Yes

If the client is listed and their record needs to be updated or reviewed, click the Client info link to the left of the client's RH Program number to go to their Client Information screen.

If the search turns up more than one record for the same client, please notify RH Program staff (see Troubleshooting and Technical Assistance for contact information). Tell RH Program staff which RH Program numbers are involved, and which record has the correct or most recent information. They will inactivate the other record(s).

Searches have been unable to find client

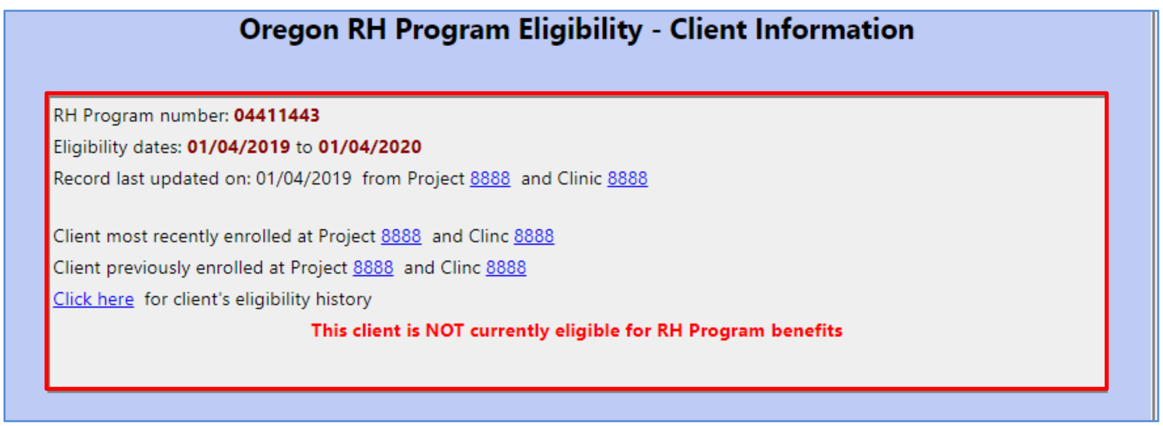
If you have been unable to find the client after multiple searches using different search criteria, you may add the client by clicking Add a new client.



Client Information Screen for Existing Clients

If a client is already in the Database, all the fields on the Client Information screen will be filled-in and there will be a gray box at the top of the client's Client Information screen.

The following information is found in this box:



RH Program number: The RH Program number is the client's unique identifier.

Eligibility dates: These are the client's current eligibility dates. Records for existing clients may show old eligibility dates from previous enrollments. 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 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 is 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 and which project (agency) and clinic made those changes. Projects and clinics are identified by their Ahlers numbers.

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

Client previously enrolled at: This field will indicate the agency 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/national status was verified, inactivated or modified.

This is an example of the eligibility history screen:

Client's eligibility history:

Ahlers & Associates

Date/Time	Project	Clinic	User	RH Program Number	Last Name	First Name	Type of Event	Elig From
1/4/2019 5:18:54 PM	8888	8888	Rhprog	4411443	WOMAN	MAGNIFICENT	Enrolled/Re-enrolled	01/04/201
8/27/2018 11:41:01 AM	8888	8888	Rhprog	4411443	WOMAN	MAGNIFICENT	Modified	09/07/201

***CCare-only clinics** may only bill the RH Program for services related to preventing unintended pregnancies provided to clients with this message. Clients whose Eligibility Database profile shows the blue message above may be referred to a local clinic that participates in the full RH Program clinic. Or the CCare-only clinic can use other resources to pay for the client's services.

Service coverage message: at the bottom there will be a message for currently-enrolled clients indicating what services the RH Program will cover for the client.

If, on their Enrollment Form, the client marked that they live in Oregon, were assigned female at birth, and have Another Immigration Status this message will show in blue:

The RH Program will cover REPRODUCTIVE HEALTH SERVICES, including abortion and services not related to family planning.

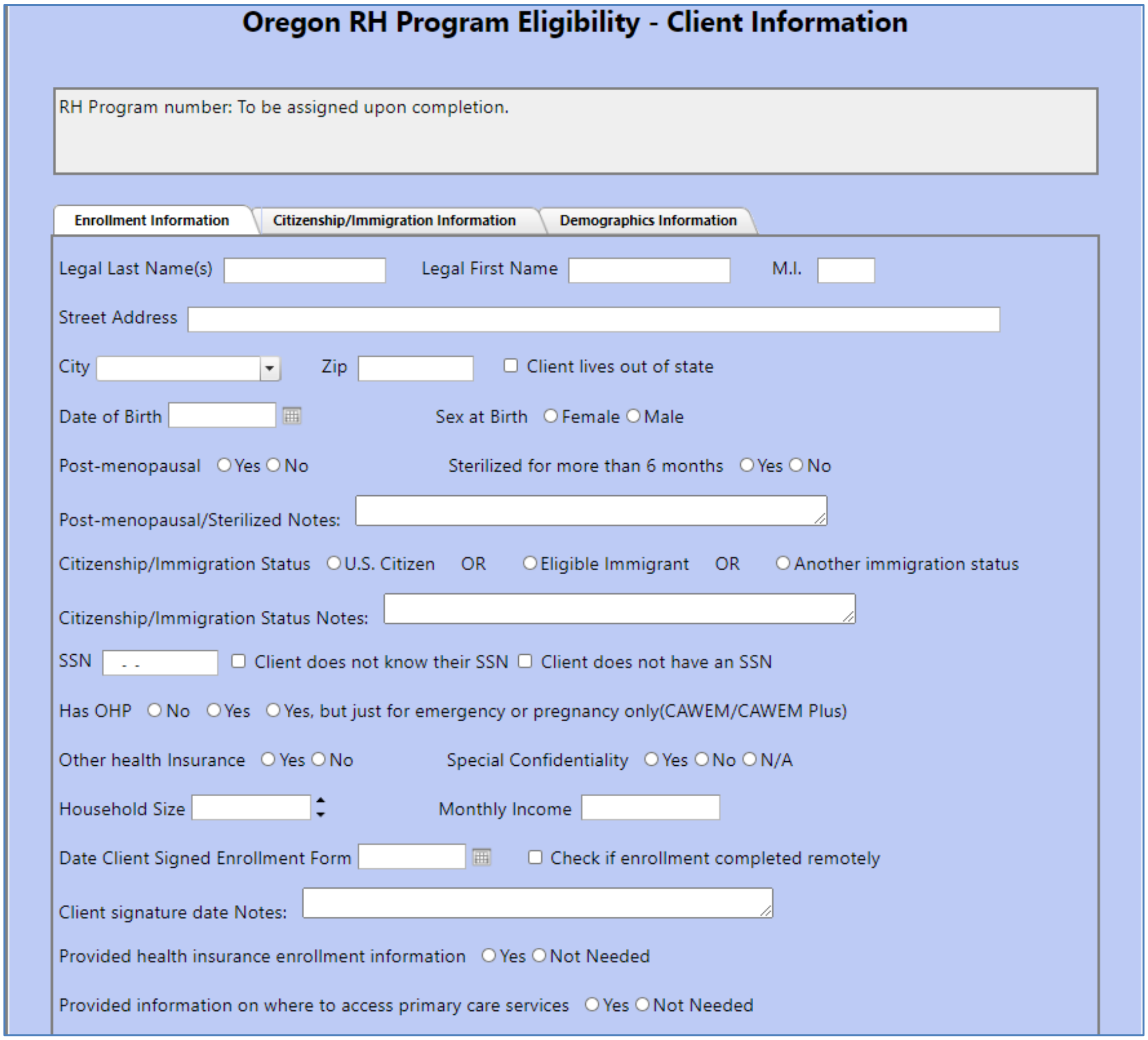
For all other clients, this message will show in green:

The RH Program will cover services related to preventing or achieving pregnancy (i.e. FAMILY PLANNING) for this client.

For more information on the meaning of each message, see the Messages section.

Add a Client

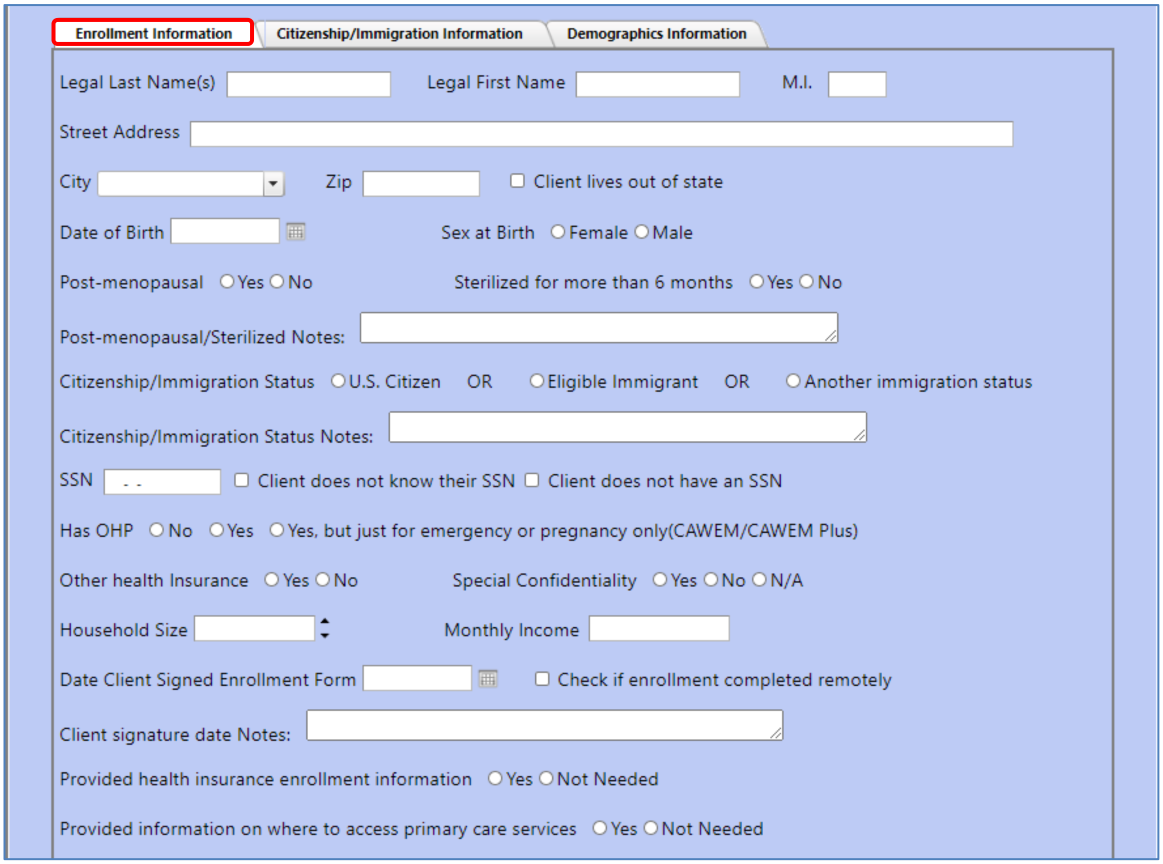
After clicking the Add Client link under the Clients drop-down, you will come to a blank Client Information Screen.



This screen is where you enter, and edit, a client's enrollment information.

There are three tabs of information: Enrollment Information, Citizenship/Immigration Information, and Demographic Information.

Enrollment Information tab



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

Legal Last Name(s), Legal First Name, MI: First and last names are mandatory. Enter the client's full legal name. Nicknames or shortened first names, like Katie instead of Katherine, can be problematic when state staff need to verify the client's information through external data systems.

Street Address, City, Zip: This is an address where the client can receive mail. 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.

*Client lives out of state: Click this box if the client does not live in Oregon.

***CCare-only clinics** may not bill the RH Program for services provided to clients who live out of state. These clients may be referred to a local clinic that participates in the full RH Program clinic. Or the CCare-only clinic can use other resources to pay for the client's 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.

Sex at Birth: Click the bubble next to the sex the client indicated on their enrollment form.

Post-menopausal: Click the bubble next to the answer the client marked on their enrollment form. Clients who are post-menopausal are not eligible for the RH Program.

Sterilized for more than 6 months: Click the bubble next to the answer the client marked on their enrollment form. Clients who have been sterilized (female sterilization, hysterectomy, or vasectomy) for more than six months are not eligible for the RH Program.

Post-menopausal/Sterilized Notes: This field should be used when the information entered into the Eligibility Database differs from what is on the client's Enrollment Form. For example, the client claimed to be post-menopausal on the Enrollment Form, but when clinic staff spoke with the client, they discovered that she misunderstood the question and is *not* post-menopausal and therefore staff changed the answer in the eligibility database. Staff should provide a brief explanation of why the Enrollment Form and Eligibility Database don't match and include their initials and the date the note was made.

Citizenship/Immigration Status: This field should reflect the client's answer to this question on their RH Program Enrollment Form.

- The three boxes, U.S. citizen, Eligible immigrant, and Another immigration status are mutually exclusive. The system will not save a record if more than one is marked.
- The RH Program will verify the citizenship/national status of clients who claim U.S. citizenship or national status. For more information on the verification process see our Verification FAQs.

Citizenship/Immigration Status Notes: This field should be used when the information entered into the Eligibility Database differs from what is on the client's Enrollment Form. For example, a client marked Eligible Immigration Status on the Enrollment Form but when clinic staff spoke with the client they discovered that the client should have marked Another Immigration Status and therefore staff changed the answer in the Eligibility Database. Staff should provide a brief explanation of why the Enrollment Form and Eligibility Database don't match and include their initials and the date the note was made.

SSN: Enter the client's Social Security number (SSN) if they provided one on their Enrollment Form. It must be a valid number belonging to the client.

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(s) 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 RH Program staff (see Troubleshooting & Technical Assistance at the end of this document for contact information). They will try to determine to which person the SSN actually belongs.

*Client does not know their SSN: Click this box if the client marked this answer on their Enrollment Form.

***CCare-only clinics** may only bill the RH Program for services provided to clients who do not know their SSN for 90 days. After 90 days, the client will need to provide a SSN or go to a clinic that operates the full RH Program. Or the CCare-only clinic can use other resources to pay for the client's services.

*Client does not have a SSN: Click this box if the client marked Another Immigration Status and this answer on their Enrollment Form.

***CCare-only clinics** may not bill the RH Program for services provided to clients who do not have a SSN. These clients should be referred to a local clinic that operates the full RH Program. Or the CCare-only clinic can use other resources to pay for the client's services.

*Has OHP: Click the bubble next to the answer the client provided on their Enrollment Form.

If the client indicated that they don't know if they have OHP, look them up in MMIS and click the bubble that corresponds with their current coverage. It is best practice to look up all clients in MMIS since clients with full Oregon Health Plan coverage do not qualify for RH Program (clients with CAWEM or CAWEM Plus are still eligible for the RH Program).

***CCare-only clinics** may not bill the RH Program for services provided to clients who have CAWEM or CAWEM Plus. These clients should be referred to a local clinic that operates the full RH Program. Or the CCare-only clinic can use other resources to pay for the client's services.

Other health insurance: Click the bubble next to the answer the client provided on their Enrollment Form. Clients who have other health insurance may still qualify for RH Program.

Special Confidentiality: Click the bubble next to the answer the client provided on their Enrollment Form. This allows the RH Program 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 is available to all clients.

Household Size: Enter the client's household size from their Enrollment Form.

Monthly Income: Enter the total monthly income from their Enrollment Form.

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

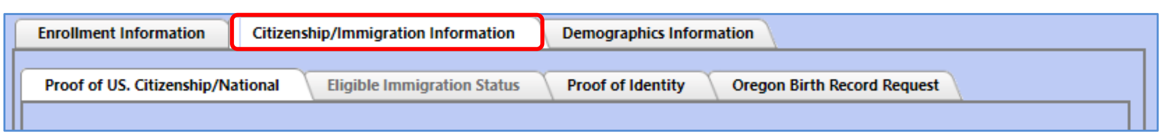
Client Signature Date Notes: This field should be used when the information entered into the Eligibility Database differs from what is on the client's Enrollment Form. For example, if a client wrote their birthdate, the wrong year, or inverted the month and day in the signature date field. Staff should provide a brief explanation of why the Enrollment Form and Eligibility Database don't match and include their initials and the date the note was made.

Check if enrollment completed remotely: This box should be checked when clinic staff enrolled a client remotely (e.g. over the phone or during a video appointment).

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 primary care provider or indicated that they already know where to get the services.

*** Citizenship/Immigration Information tab**



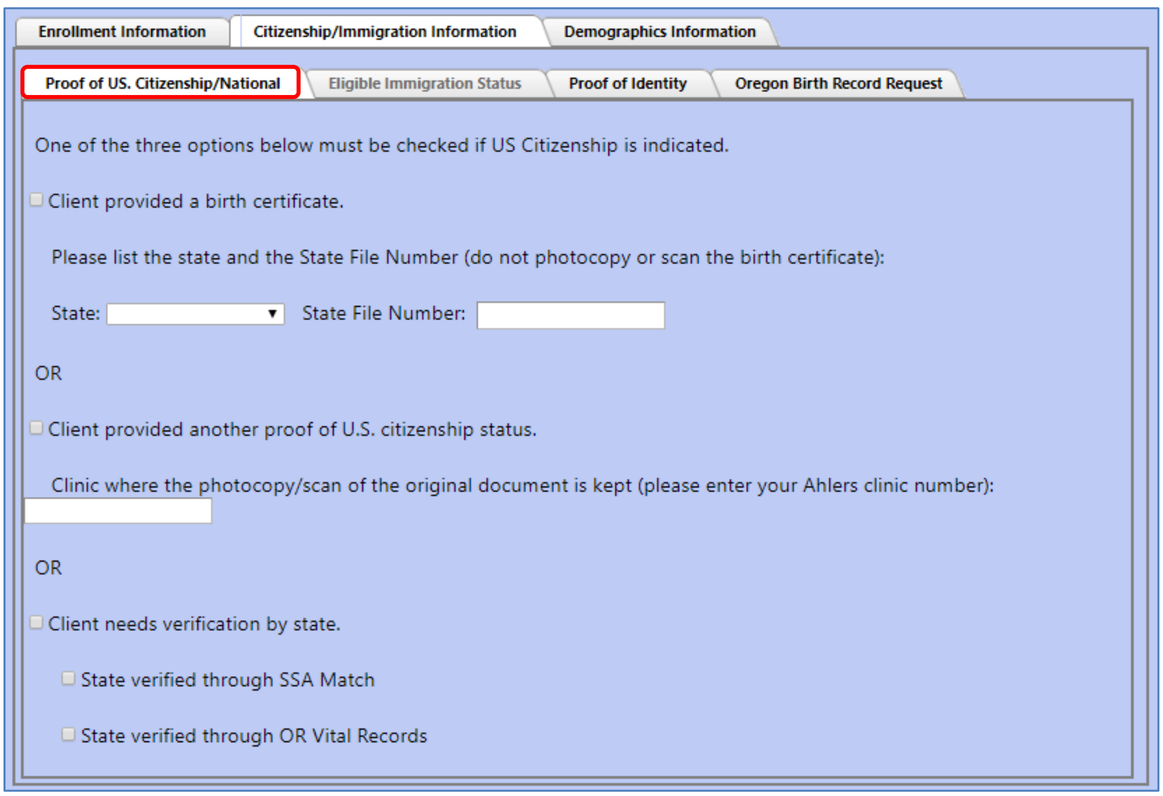
The Citizenship/Immigration Information tab has several sub-tabs to record how the client's citizenship/national status and identity were verified (if needed).

Note that clients who indicated Eligible Immigration Status or Another Immigration Status on their Enrollment Form do not need to provide any documentation.

***CCare-only clinics** may not bill the RH Program for services provided to clients who claim Another Immigration Status. These clients should be referred to a local clinic that participates in the full RH Program, or the clinic can use other resources.

Note about verification: The RH Program is required to verify the U.S. citizen of any client who claims U.S. citizenship/national status. If the RH Program is unable to verify a client's citizenship/national status, the client's enrollment will not be terminated but a message will appear in their Eligibility Database profile and CCare-only clinics will not be able to bill the RH Program for the client's services. See the Messages section at the end of this document.

Proof of U.S. Citizenship/National


Enrollment Information | Citizenship/Immigration Information | Demographics Information

Proof of US. Citizenship/National | Eligible Immigration Status | Proof of Identity | Oregon Birth Record Request

One of the three options below must be checked if US Citizenship is indicated.

☐ Client provided a birth certificate.

Please list the state and the State File Number (do not photocopy or scan the birth certificate):

State: ▾ State File Number:

OR

☐ Client provided another 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.

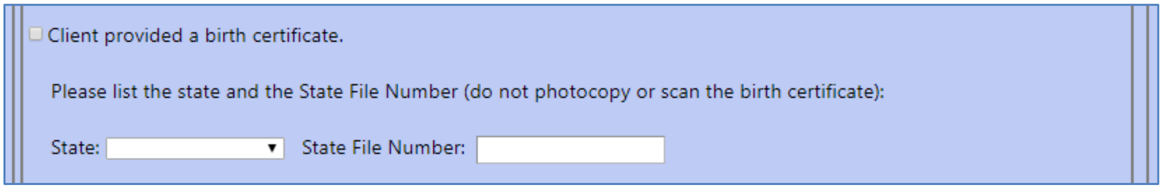
☐ State verified through SSA Match

☐ State verified through OR Vital Records

If the client indicated on their Enrollment Form that they have U.S. citizenship/national status, this is where you will record how their citizenship/national status was, or needs to be, verified.

There are three options:

Client provided a birth certificate.


☐ Client provided a birth certificate.

Please list the state and the State File Number (do not photocopy or scan the birth certificate):

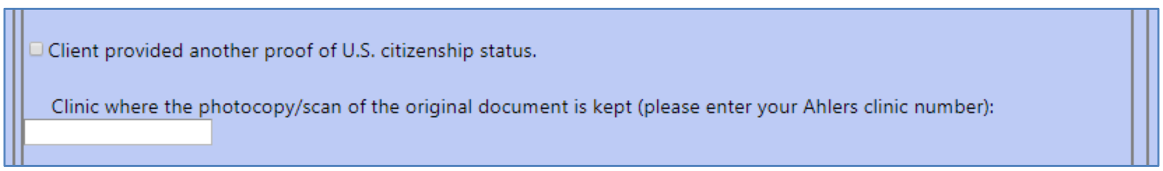
State: ▾ State File Number:

Check this box if the client brought an original or agency-certified copy of their birth certificate. Then, use the drop-down box to indicate the state of the birth certificate and enter the certificate's State File Number.

The State File Number is usually 6-13 numeric digits and can be found on the birth certificate. The number may be in different places on the certificate depending on its year and state. It may also be called a birth certificate number depending on the state.

Do not make a copy of the birth certificate.

Client provided another proof of U.S. citizenship status.

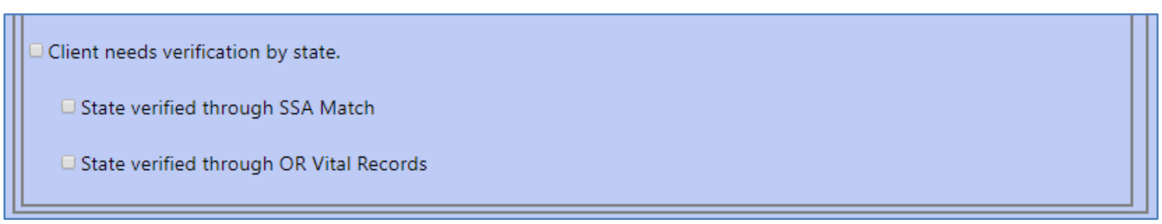

☐ Client provided another proof of U.S. citizenship status.

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

Check this box if the client brought another document that proves U.S. citizenship/national status. Other documents that prove U.S. citizenship/national status include passports, Certificates of Naturalization, American Indian Cards, etc. For a list of documents that are accepted as proof of citizenship/national status, see the Documents that Prove U.S. Citizenship and Identity.

Make a legible copy or scan of the document and file it in the client's chart, then enter your clinic number. This allows RH Program staff to locate the copies of a client's documents in case of an audit. If the document also proves identity, do the same in the "Proof of Identity" tab. See instructions for the "Proof of Identity" tab.

Client needs verification by state.


☐ Client needs verification by state.

☐ State verified through SSA Match

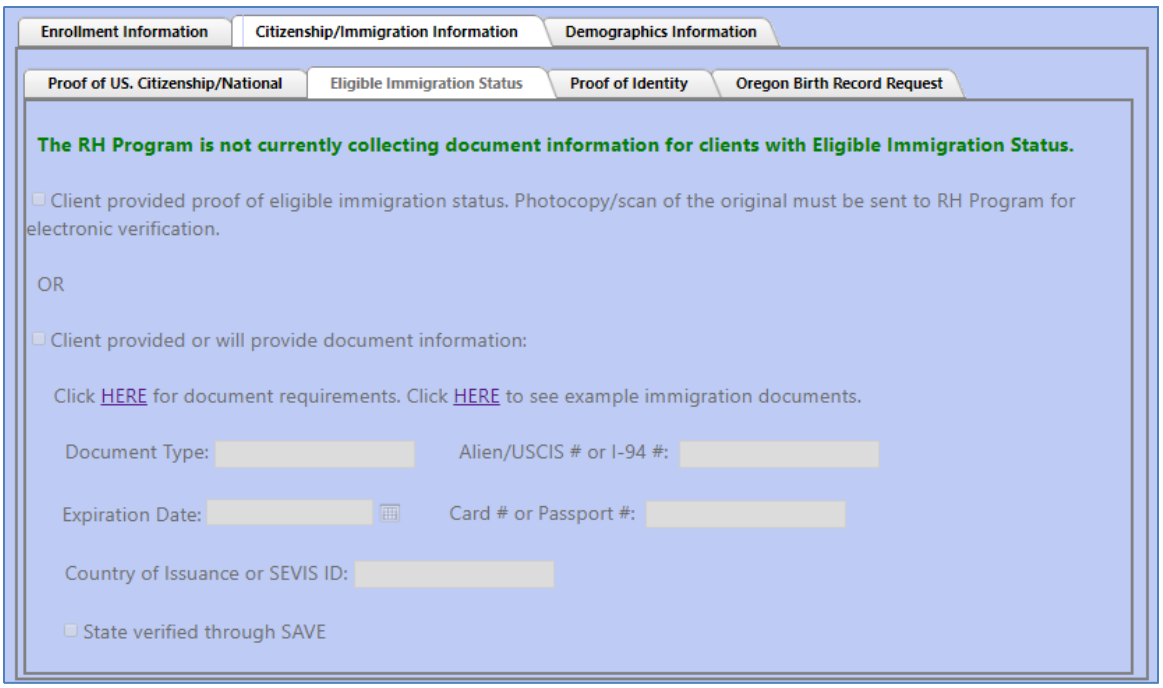
☐ State verified through OR Vital Records

Check this box if the client did not bring documentation and needs electronic verification. Please note that the boxes, "State verified through SSA Match" and "State verified through OR vital records" can only be used by RH Program staff and will be marked only after an electronic match is found. If electronic verification was requested and neither box is marked after the state performed the electronic match process, the client was not found.

How do I know if the client was not found in the electronic match process? RH Program staff send information on failed citizenship match requests in the monthly Oregon RH Eligibility Status Update (see Eligibility Status Update Guide) and twice-monthly Oregon Birth Record Requests email update. When a client is listed in either update as having a failed electronic citizenship match, ask the client to complete an out of state birth certificate request or bring in proof of citizenship/national status.

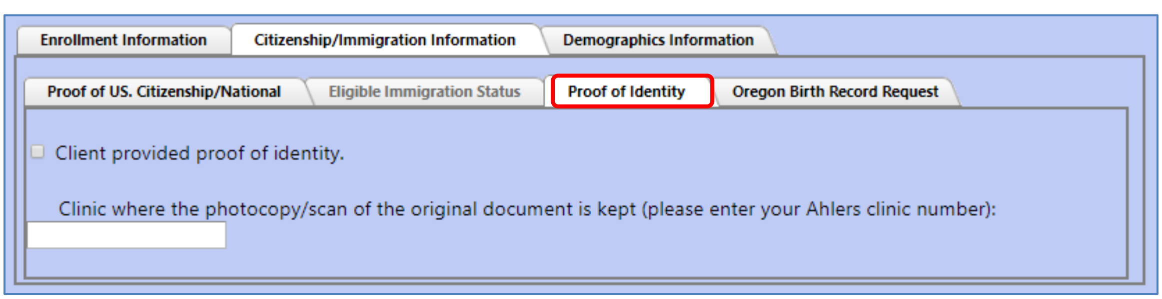
For more information on the verification process see our Verification FAQs.

Eligible Immigration Status



The tab for folks with Eligible Immigration Status has been deactivated. After January 26, 2020, clinic staff are no longer required to collect immigration documentation.

Proof of Identity

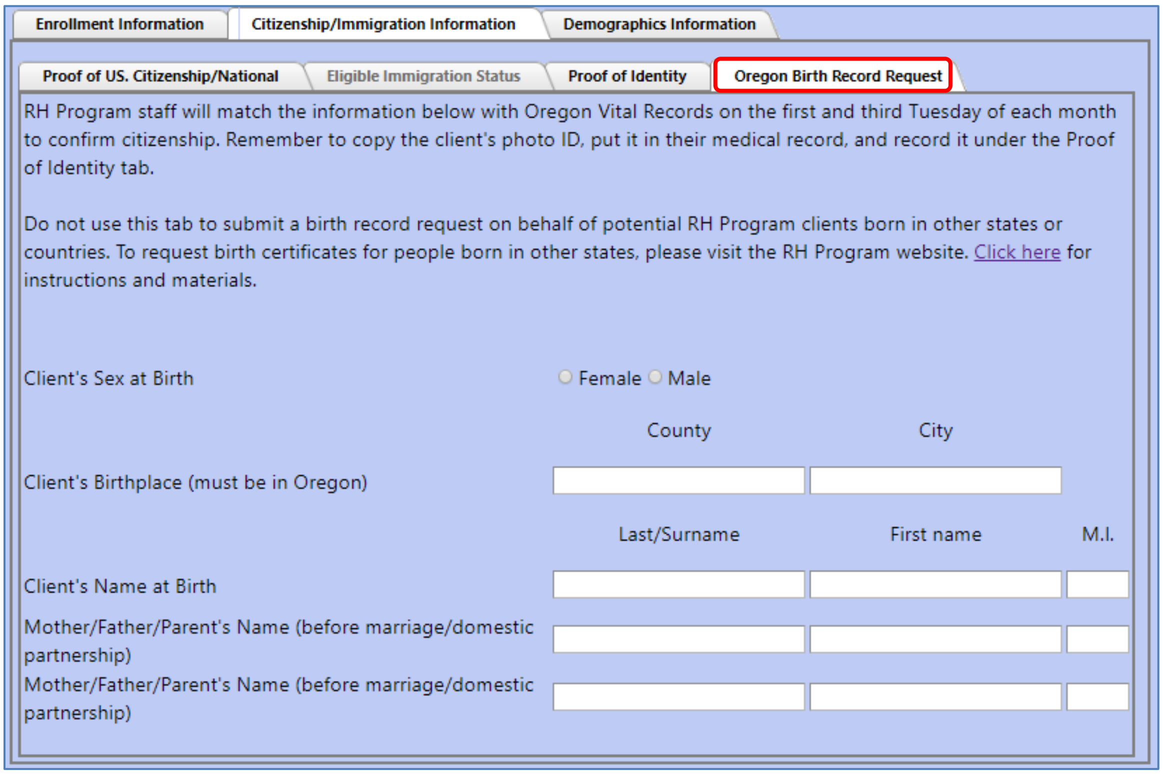


If the client indicated U.S. citizenship/national status on their Enrollment Form, they will also need to provide proof of identity. For a list of documents that are accepted as proof of identity, see Documents that Prove U.S. Citizenship and Identity.

If the client brought in an 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 to ensure the document is an original or agency-certified copy. Clients may not submit their own photocopies of documents.

Note that some documents that prove U.S. citizenship also prove identity. If the client brings a document that proves both citizenship/national status and identity, mark “Client provided proof” in both tabs.

Oregon Birth Record Request



Enrollment Information | Citizenship/Immigration Information | Demographics Information

Proof of US. Citizenship/National | 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 RH Program 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)			

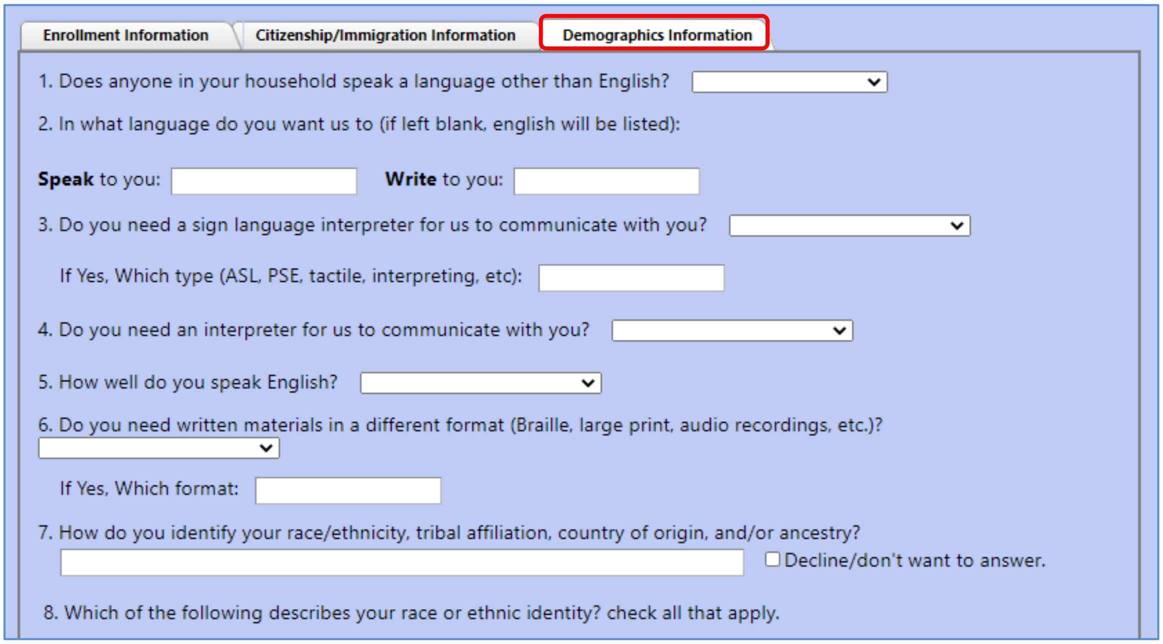
Use this tab to request an Oregon birth record search for clients born in Oregon. Note, however, that simply *requesting* a search does not constitute proof of citizenship/national status, nor does it guarantee that a match for the client will be found.

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.

RH Program staff will use this information to conduct matches with Oregon Vital Statistics files on the first Tuesday of each month. RH Program staff will update the record of any client for whom a match is found by marking the “State verified through OR vital records”. Remember, proof of identity is still required to complete citizenship/national status verification.

Demographic Information tab



Enrollment Information | Citizenship/Immigration Information | Demographics Information

1. Does anyone in your household speak a language other than English?

2. In what language do you want us to (if left blank, english will be listed):

Speak to you: **Write** to you:

3. Do you need a sign language interpreter for us to communicate with you?

If Yes, Which type (ASL, PSE, tactile, interpreting, etc):

4. Do you need an interpreter for us to communicate with you?

5. How well do you speak English?

6. Do you need written materials in a different format (Braille, large print, audio recordings, etc.)?

If Yes, Which format:

7. How do you identify your race/ethnicity, tribal affiliation, country of origin, and/or ancestry?

Decline/don't want to answer.

8. Which of the following describes your race or ethnic identity? check all that apply.

This tab must be completed using information from the client's Enrollment Form. All questions require a response for the record to save.

If a client did not answer one or more of the questions, choose the "decline" option.

Updating Client Information

Below are instructions on how to update client information for re-enrollment, or other reasons.

Updating Client Information (including eligibility)

Take the following steps to update the client's record.

Note: Do not change the date the client signed the Enrollment Form unless the client completed a new Enrollment Form. If this is the case, all information from the newly completed form, including enrollment date and citizenship/national status documentation, need to be updated in the system.

1. On the "Search for a Client" screen, search by RH Program 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.
    a. If the client provided eligibility documentation, mark "Client provided proof" in the applicable tab (U.S. Citizenship/National or Identity), then enter the required information.
3. Once all information is entered, click the "Save Client Info" button at the bottom of the screen.

a. If the eligibility information was updated and the requirements are satisfied, the system will update the client's eligibility message and dates so the client will have a full year of eligibility. The start date of the eligibility year should be the date the client signed the enrollment form.

Re-Enrollment

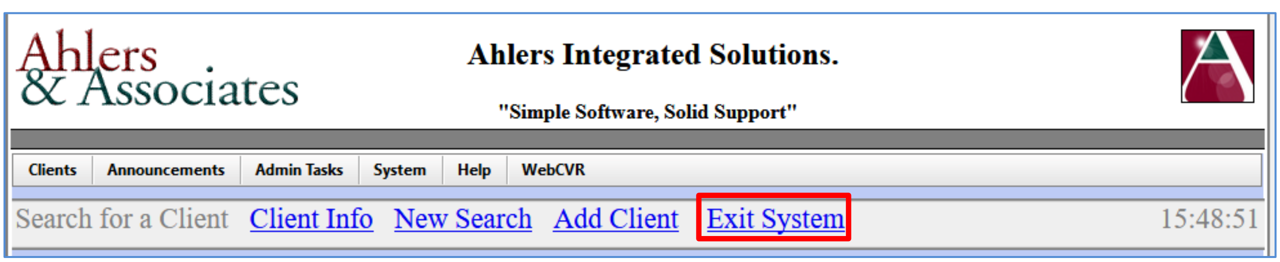
1. On the "Search for a Client" screen, search by RH Program number or other field(s) to find the client's record.
2. On the "Client Information" screen, enter the new date the client signed the enrollment form – it must match the date on the paper Enrollment Form. It is not necessary to re-enroll an existing RH Program client before the year's eligibility has expired. This applies even if the client is new to the clinic.
3. Update any other information that changed since the client was last enrolled: income, insurance status, city of residence, demographic information, etc. Ensure that the client's citizenship/national status and identity documentation is entered, if required.
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 RH Program eligibility requirements, the system will generate updated eligibility dates for the client.

Saving Client Information

Once all information has been entered and/or updated, click the "Save Client Info" button at the bottom of the screen. Eligibility and data checks will be applied at this point. If the record contains all required information, the Database will save the record and, as applicable, assign a RH Program number and/or updated eligibility dates.

Exit the Database

To exit the Database entirely, click the Exit System link.



Eligibility Suspensions and Terminations

Each month, RH Program staff verify client eligibility by performing U.S. citizenship/national status and OHP enrollment checks. Income checks are performed quarterly. For information on the verification process see our Verification FAQs.

Suspension due to Income

If a client is found to be over the income threshold for eligibility RH Program staff will suspend the client's eligibility dates. When this happens, the below message will appear in the gray box at the top of the "Client Information" screen.

> **This client is currently SUSPENDED from RH Program benefits.**
>
> **Wage records indicate client may be over RH Program income threshold. Eligibility is suspended until client is contacted to resolve income discrepancy. Once explained, contact RH Program staff to reinstate client's eligibility.**

Termination due to Income

Then, if income cannot be verified within 45-days of the date of suspension, RH Program staff will terminate client's eligibility and an error message located in the gray box at the top of the "Client Information" screen will appear (see message below). Clients whose eligibility was terminated will need to complete a new Enrollment Form to enroll in RH Program again.

> **This client is currently NOT currently eligible for RH Program benefits.**
>
> **Eligibility dates were ended because client cannot verify income. Client MUST fill out a new enrollment form before receiving RH Program services.**

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

Messages

The Eligibility Database shows various messages that indicate the client's eligibility, when there is missing information, errors, etc.

Eligibility Messages

The RH Program has three funding sources for clients seeking clinical reproductive health services, and each source has different client eligibility requirements. To ensure the rules of the funding sources are being followed, the Database is programed to show an eligibility message based on clients' enrollment information. All currently-enrolled client profiles will show one of the two below messages:

1. The RH Program will cover REPRODUCTIVE HEALTH SERVICES, including abortion and

those not related to family planning for this client.

This message means that, for THIS client, the RH Program will pay for reproductive health services that are not directly related to preventing or achieving pregnancy, like stand-alone STI visits, abortion, and female sterilization.

2. The RH Program will cover services related to preventing or achieving pregnancy (i.e. FAMILY PLANNING) for this client.

   When a client's profile shows this message, the RH Program will only pay for services related to preventing or achieving pregnancy.

***CCare-only clinics** may only bill the RH Program for services related to preventing unintended pregnancies provided to clients with this message. Clients whose Eligibility Database profile shows the blue message above may be referred to a local clinic that participates in the full RH Program clinic. Or the CCare-only clinic can use other resources to pay for the client's services.

The Allowable ICD-10 Codes for RH Program Agencies and Allowable ICD-10 Codes for CCare-only Agencies lists the codes the RH Program will cover depending on the client's eligibility message. For more information about the nuances in the scope of services, see the Scope of Services webinar.

Error Messages

Messages listed below will show on the client's Eligibility Database profile if there appears to be an error, information is missing or cannot be verified, and/or to notify CCare-only clinics if they cannot bill the RH Program for services provided to the client.

This list is not exhaustive.

*Address

- *CCare-only clinics cannot bill RH Program for clients who live out of state.*

  The "Client lives out of state box" is checked, and the RH Program cannot reimburse CCare-only clinics for services provided to the client.

*SSN

- *Please check at every visit whether client can provide SSN. CCare-only clinics cannot bill RH Program for this client until SSN is verified.*

  The "Client does not know their SSN" box is checked. Clinic staff should ask the client for their SSN. In the meantime, the RH Program cannot reimburse CCare-only clinics for services provided to the client.

- *Client SSN found to be invalid. Please check for typos and check at every visit whether client can provide corrected SSN. CCare-only clinics cannot bill the RH Program until the client SSN has been corrected.*

  The SSN entered in the Database could not be verified in the electronic match. Clinic staff should make sure it was entered correctly and check with the client at their next visit. In the meantime, the RH Program cannot reimburse CCare-only clinics for services provided to the client until their SSN is corrected.

Demographics

- *Please check that all demographic questions under the Demographics Information tab are completed. It is not required to provide ages for questions 10-15 if the client chose "No" in the leading question.*

  One or more of the questions on the Demographics tab was left blank.

Income

- *Wage records indicate client may be over RH Program income threshold. Eligibility is suspended until client is contacted to resolve income discrepancy. Once explained, contact RH Program staff to reinstate client's eligibility.*

  See the Eligibility Status Update Guide for an explanation and instructions.

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

  RH Program staff were not notified that client confirmed the income they provided on their Enrollment Form, so they were dis-enrolled. They will need to complete a new Enrollment Form to re-enroll.

*Citizenship/National Status

- *State could not verify citizenship/national status. Please check at every visit whether client can provide proof of U.S. citizenship/national status. CCare-only clinics cannot bill RH Program for this client until citizenship/national status has been verified.*

  The client's citizenship/national status could not be verified. See the Eligibility Status Update Guide for an explanation and instructions. In the meantime, the RH Program cannot reimburse CCare-only clinics for services provided to the client.

- *Please check at every visit whether client can provide proof of I.D. CCare-only clinics cannot bill RH Program for this client until ID has been entered.*

  Proof of ID was not entered in the Database. Check the client's chart to see if they have provided it and the information was mistakenly not entered in the Database. If the client did not provide it, check with them at their next visit. In the meantime, the RH Program cannot reimburse CCare-only clinics for services provided to the client.

Glossary

Another Immigration Status: an immigration status that makes them ineligible for full OHP. See Citizenship and Immigration Status Chart (available in English, Korean, Russian, Simplified Chinese, Spanish, and Vietnamese).

CCare-only Agency/Clinic: an agency or clinic that is only enrolled to provide CCare services.

Eligible Immigration Status: an immigration status that allows the client to qualify for full OHP. See Citizenship and Immigration Status Chart (available in English, Korean, Russian, Simplified Chinese, Spanish, and Vietnamese).

Enrollment Date: the date the client signed their Enrollment Form.

MI: Middle initial (not required)

RH Program Number: Client's unique identifier generated by the Database when their enrollment information is initially added and saved.

State File Number: a 6-13 digit number on birth certificates. The number may be in different places on the certificate depending on its year and state. It may also be called a birth certificate number depending on the state.

Troubleshooting and Technical Support

Ahlers & Associates and RH Program staff are the two main sources of technical support for the Database.

When to contact state RH Program staff: (971) 673-0355 Please see our Contact Us page for staff contact information.
▪ Find duplicate records for the same client ▪ Find more than one client claiming the same SSN ▪ Find a client who now has OHP ▪ Have questions about citizenship documentation or other eligibility requirements ▪ The client's eligibility was suspended or terminated because of income
When to contact Ahlers & Associates: Phone: (800) 888-1836 x 140 E-mail: customerservice@ahlerssoftware.com
▪ Unable to logon to the Database ▪ The Database is running slowly