RH ACCESS FUND ELIGIBILITY DATABASE GUIDE

September 2023

ORHP

RH Access Fund Eligibility Database Guide

Screen-by-Screen Instructions

RH Access Fund Eligibility Database Guide

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What is the RH Access Fund Eligibility Database?

The RH Access Fund Eligibility Database (Database), operated by Ahlers & Associates, is a centralized web-based data system that contains eligibility information for every RH Access Fund-enrolled client in the state. The Database coordinates client enrollment information statewide so that once enrolled, clients may access services at any RHCare, CCare, or AbortionCare clinic[1] [2], in the state.

You can use the Database to:

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

Additionally, when RH Access Fund claims are processed, the claims system checks the Database to confirm the client's coverage for the date of service.

Special Note for CCare Clinics

Due to restrictions in CCare funding, there are some rules that only apply to CCare 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**

Special Note for AbortionCare clinics

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

^ Sample text box for AbortionCare clinics

[1] CCare clinics may only bill for services related to preventing pregnancies provided to clients whose Database profile shows this message: The RH Access Fund will cover services related to preventing or achieving pregnancy (i.e. FAMILY PLANNING) for this client.

[2] AbortionCare clinics may only bill for abortion services provided to clients whose Database profile shows this message: The RH Program will cover REPRODUCTIVE HEALTH SERVICES, including abortion and services not related to family planning.

RH Access Fund Eligibility Database Guide

Getting Access

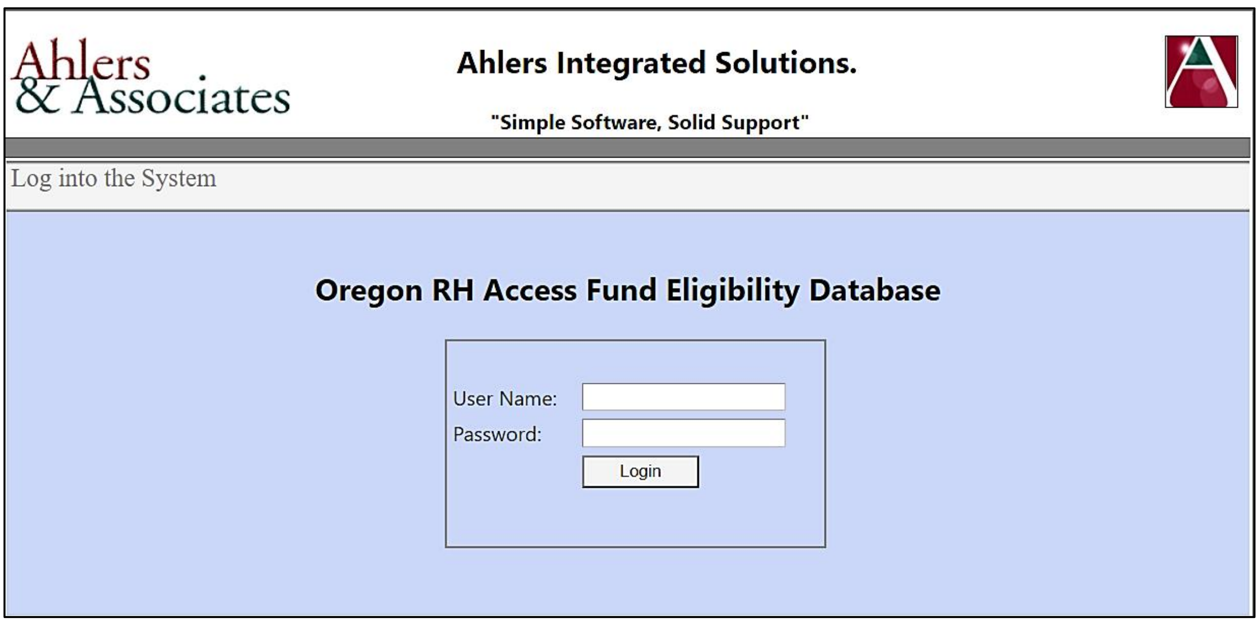
To access the Database, staff must have their own username and password. To request a username and password, staff must complete and submit an Ahlers User ID/Password Request form:

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

Once the form is submitted (sent to rh.program@dhsoha.state.or.us), Ahlers customer service will contact the staff person with their log-in information.
Staff are required to have their own log-in information to maintain information security. Unique log-ins are also helpful for troubleshooting and training purposes.

Logging In

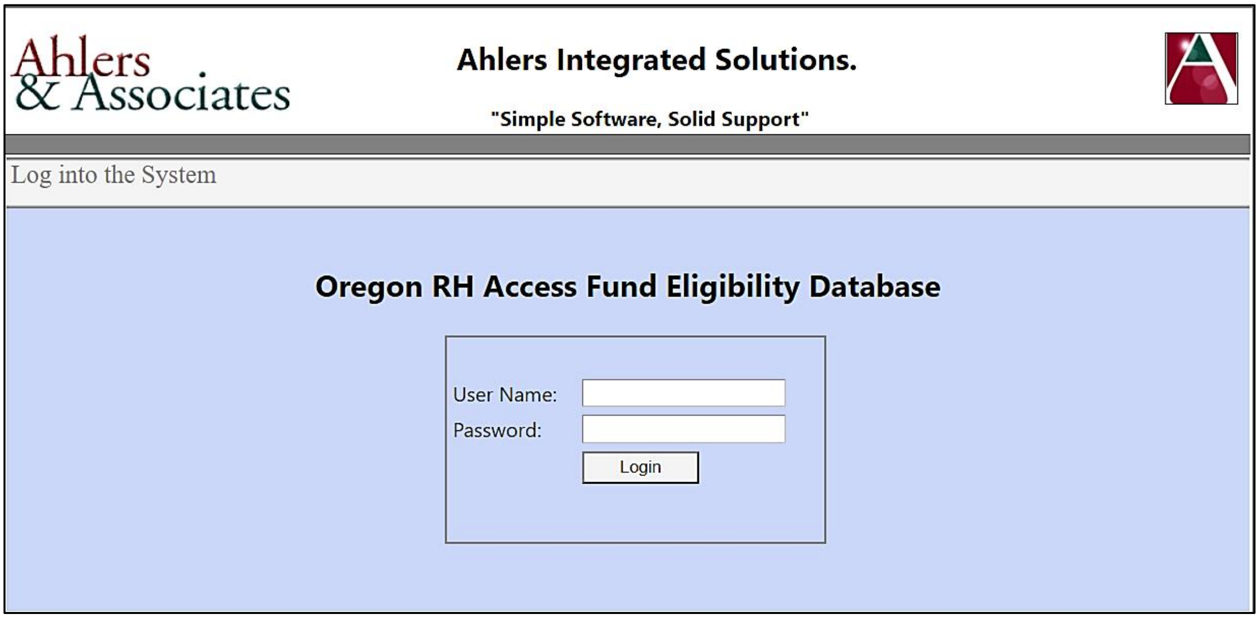
To access the Database, go to: https://orhp.ahlerssoftware.com/, enter your username and password, and press Enter on your keypad. The log-in screen looks like this:



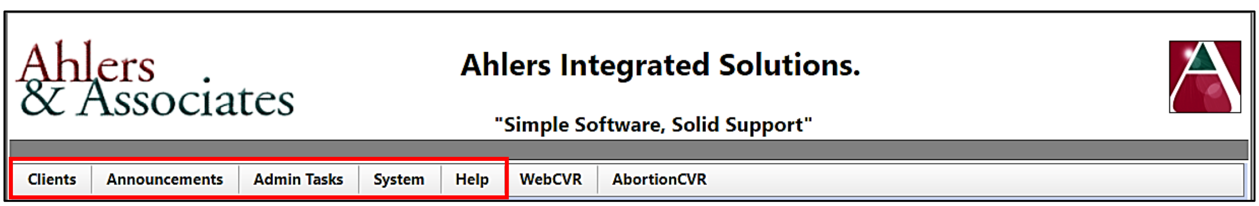
Screen-by-Screen Instructions

Oregon RH Access Fund Eligibility Database Announcements

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



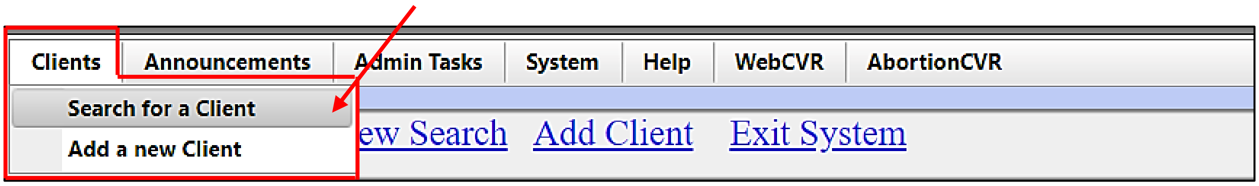
From here, other screens may be accessed by placing the cursor over the different tabs on the horizontal menu bar at the top of the page:



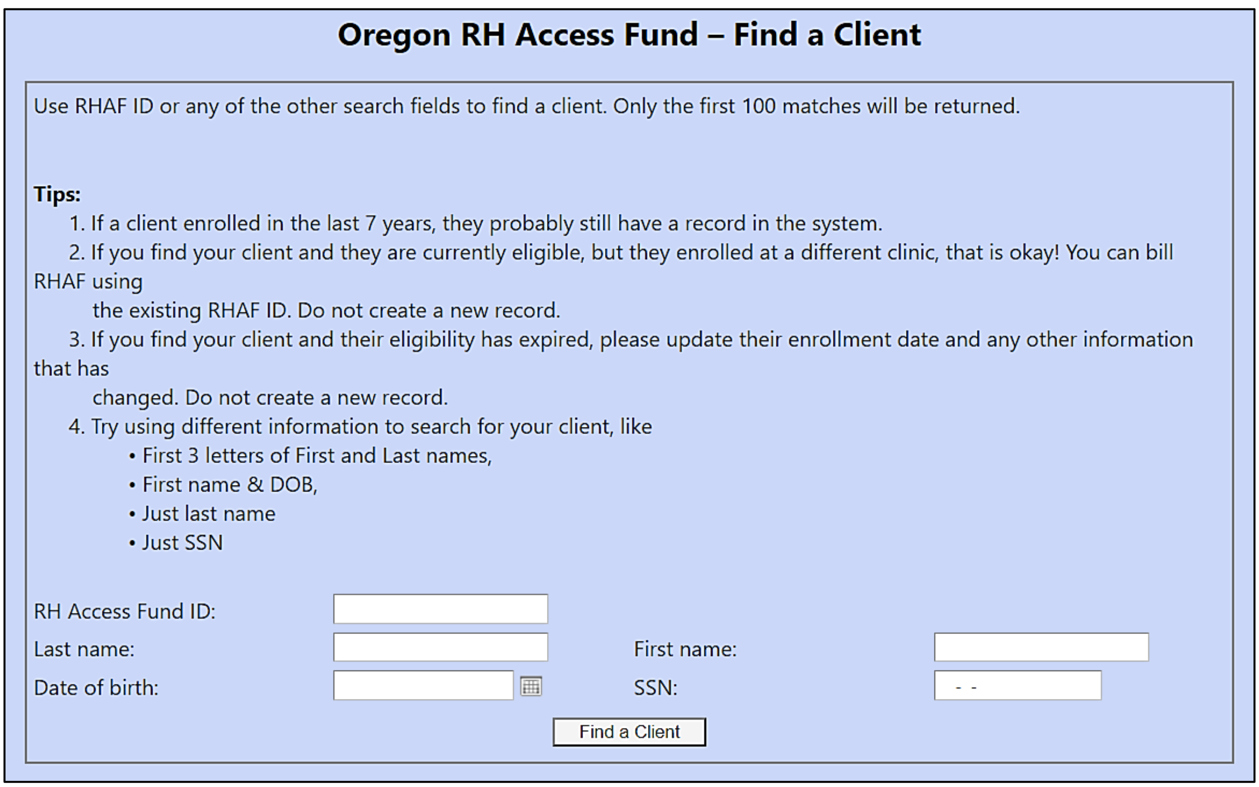
Find a Client

When a client comes to the clinic, **search for them in the Database before adding a new record for them**. They may have already enrolled at a different RHCare, CCare, or AbortionCare 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.



Oregon RH Access Fund – Find a Client

Use RHAF ID or any of the other search fields to find a client. 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. If you find your client and they are currently eligible, but they enrolled at a different clinic, that is okay! You can bill RHAF using the existing RHAF ID. Do not create a new record.
3. If you find your client and their eligibility has expired, please update their enrollment date and any other information that has changed. Do not create a new record.
4. Try using different information to search for your client, like
   - First 3 letters of First and Last names,
   - First name & DOB,
   - Just last name
   - Just SSN

RH Access Fund ID:

Last name: First name:

Date of birth: SSN: - -

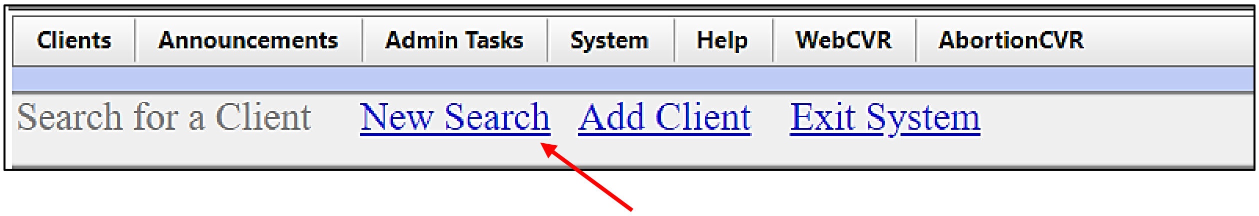
Find a Client

Search for clients multiple times using different search criteria:

- ☐ The client's RH Access Fund (RHAF) 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 (e.g. last name, SSN, date of birth). First name must be used in combination with another field, but other fields can be searched by themselves.

☐ Search using a combination of fields (e.g. Last Name and Date of Birth).

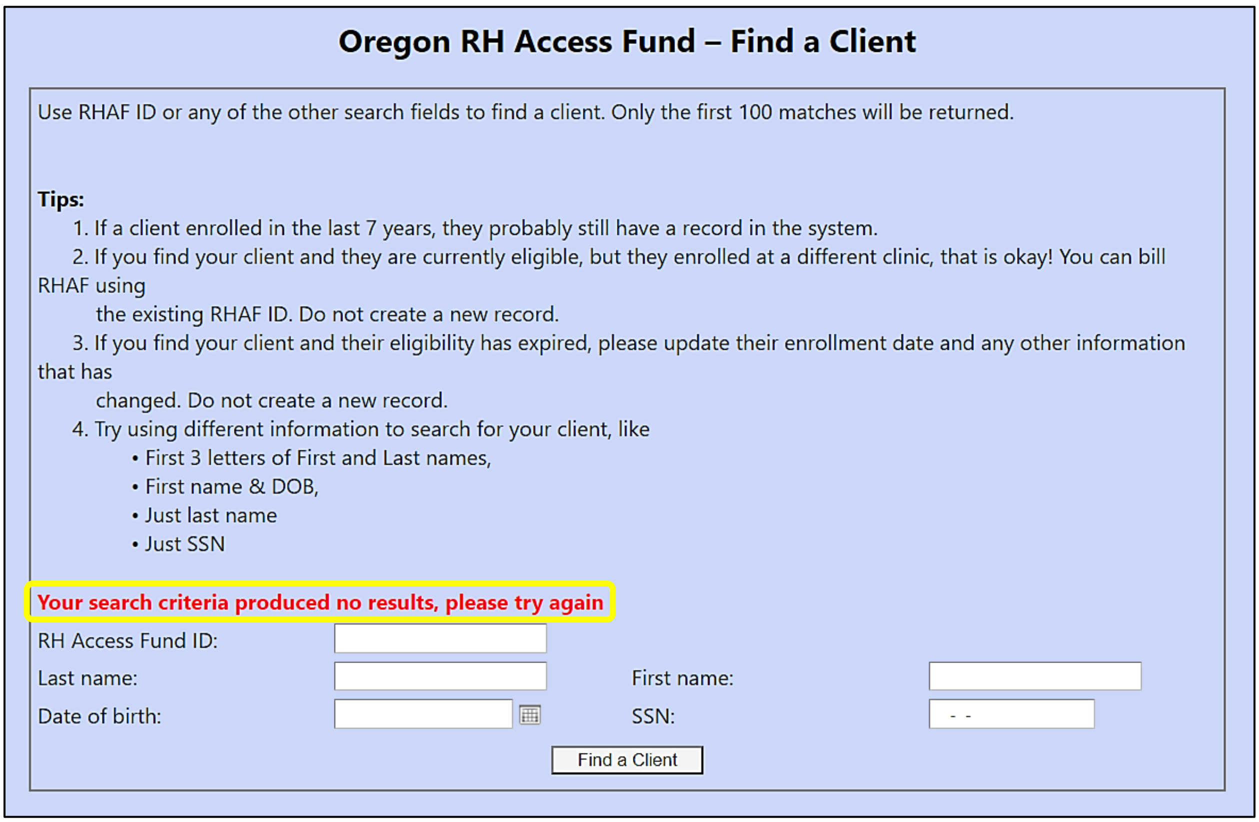
To search using different criteria, click New Search.



Search Results

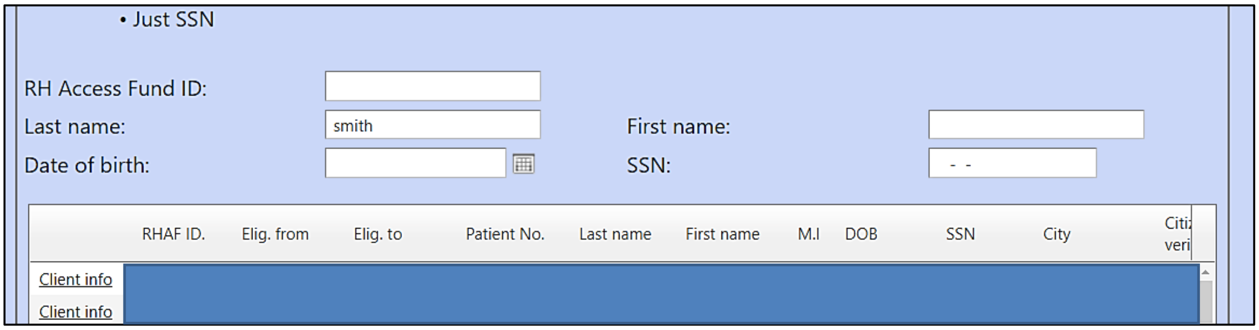
<u>No result</u>

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

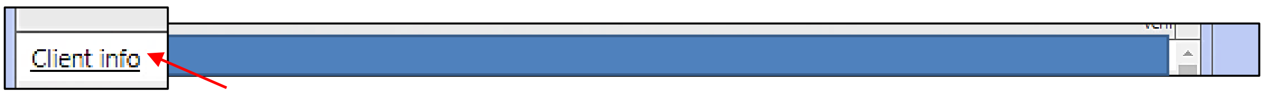


<u>Multiple results</u>

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



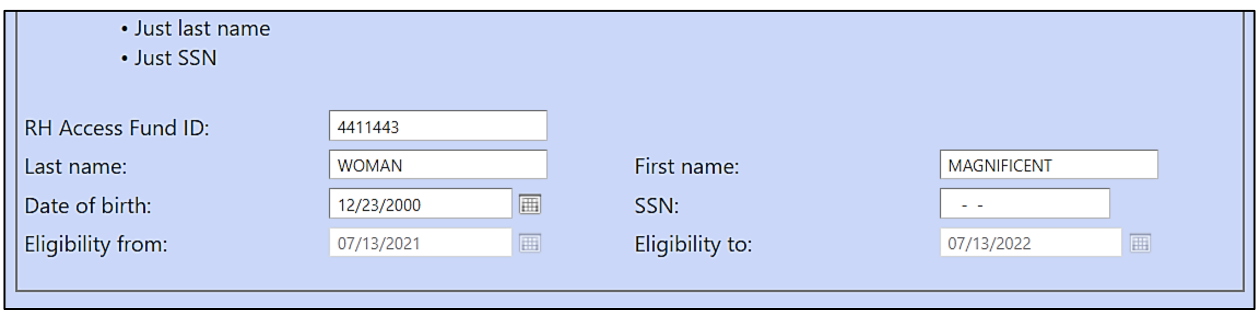
If the client is listed and their record needs to be updated or reviewed, click the Client info link to the left of the client's RHAF number to go to their Client Information screen.



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 RHAF numbers are involved, and which record has the correct or most recent information. They will deactivate the other record(s).

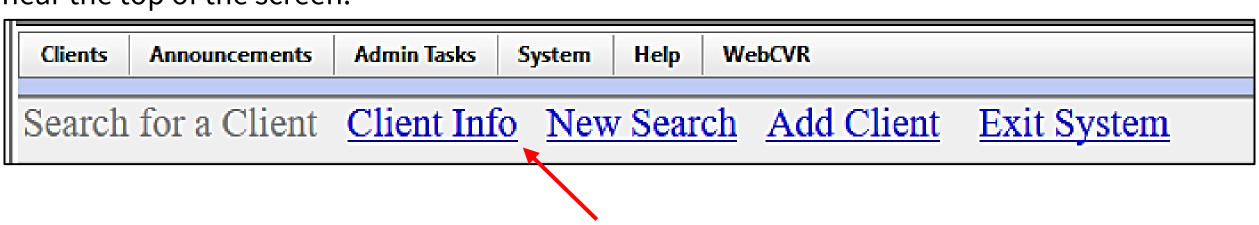
Single result

If there is a single, exact match for the search, all the fields on the Find a Client screen will be filled in:



This screen can be used to check a client's eligibility dates or find a client's RHAF 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.



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:

Oregon RH Access Fund Eligibility – Client Information

RH Access Fund ID: **04411443**

Eligibility dates: **07/13/2021** to **07/13/2022**

Record last updated on: 10/25/2021 from Project 8888 and Clinic 8888

Client most recently enrolled at Project 8888 and Clinc 8888

Client previously enrolled at Project 8888 and Clinc 8888

Click here for client's eligibility history

The RH Access Fund will cover REPRODUCTIVE HEALTH SERVICES, including abortion and services not related for family planning for this client.

SSN and Oregon Mailing Address are not required for clients with Another Status.

RH Access Fund (RHAF) number: The RH Access Fund (RHAF) 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 are 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 indicates the agency and clinic that previously enrolled the client.

RH Access Fund Eligibility Database Guide

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 U.S. Citizenship/National Status was verified; or when the record was 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
10/25/2021 10:27:44 PM	8888	8888	ahlerstest	4411443	WOMAN	MAGNIFICENT	Citizenship/immigration changed	
10/25/2021 10:27:44 PM	8888	8888	ahlerstest	4411443	WOMAN	MAGNIFICENT	SSN changed	

Service coverage/eligibility message: At the bottom, there will be a message for currently enrolled clients indicating what services the RHAF 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 Status, the below message will show in blue:

The RH Access Fund will cover REPRODUCTIVE HEALTH SERVICES, including abortion and services not related to family planning for this client.

^**AbortionCare clinics** may only bill the RH Access Fund for abortion services provided to clients with this message. Clients seeking abortion services whose Eligibility Database profile shows the green message below should be offered other resources to help pay for their services.

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

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

***CCare clinics** may only bill the RH Access Fund for services related to preventing pregnancies provided to clients with this message. Clients whose Eligibility Database profile shows the blue message above should be referred to a local RHCare clinic or offered other resources to help pay for their services.

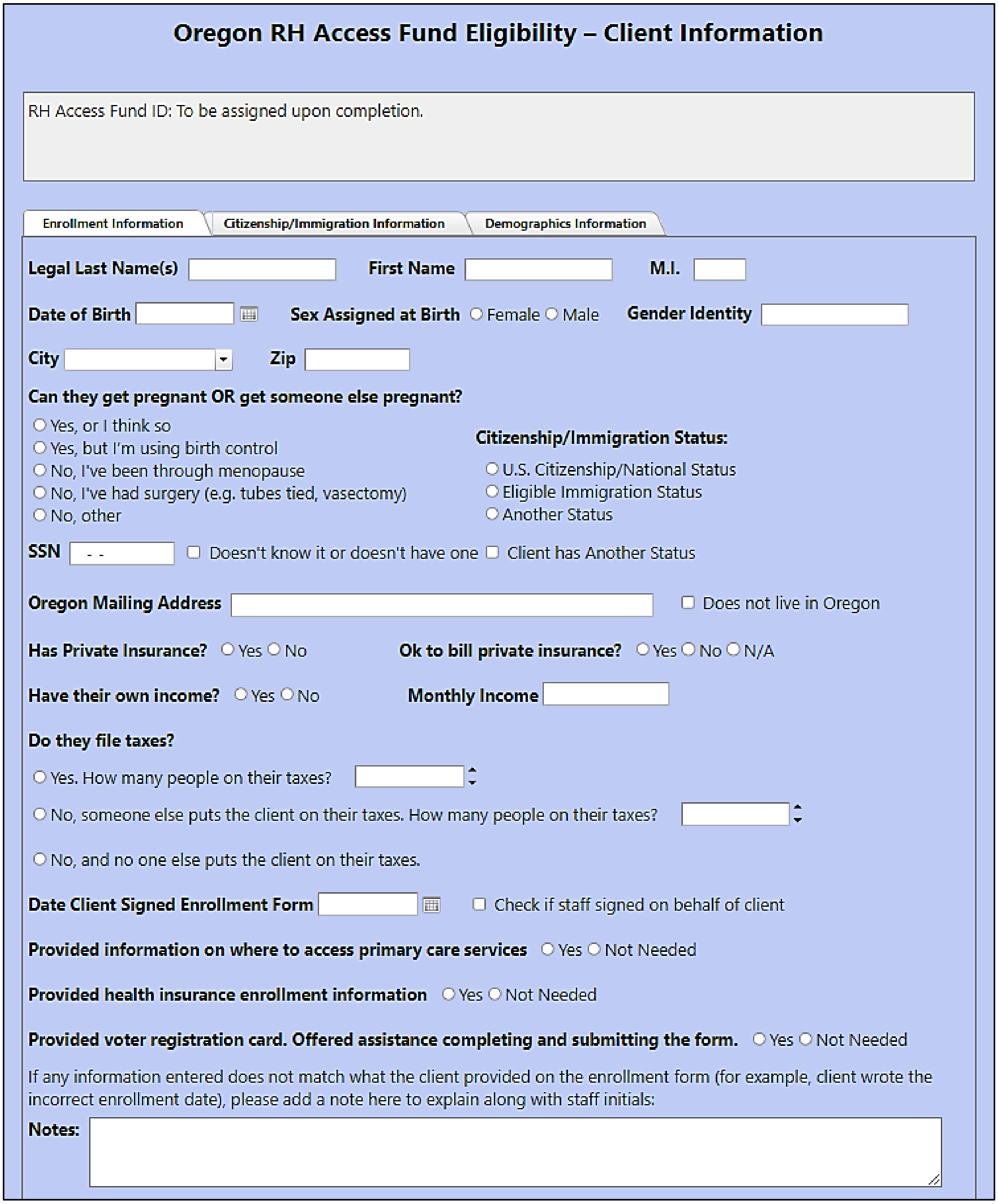
RH Access Fund Eligibility Database Guide

The Allowable ICD-10 Codes for RHCare Clinics and Allowable ICD-10 Codes for CCare Clinics lists the codes the RH Access Fund will cover depending on the client's eligibility message.

Continued on next page...

Add a Client

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



Oregon RH Access Fund Eligibility – Client Information

RH Access Fund ID: To be assigned upon completion.

Enrollment Information | Citizenship/Immigration Information | Demographics Information

Legal Last Name(s) ____ **First Name** ____ **M.I.** ____

Date of Birth ____ **Sex Assigned at Birth** ○ Female ○ Male **Gender Identity** ____

City ____ **Zip** ____

Can they get pregnant OR get someone else pregnant?

- ○ Yes, or I think so
- ○ Yes, but I'm using birth control
- ○ No, I've been through menopause
- ○ No, I've had surgery (e.g. tubes tied, vasectomy)
- ○ No, other

Citizenship/Immigration Status:

- ○ U.S. Citizenship/National Status
- ○ Eligible Immigration Status
- ○ Another Status

SSN - - ☐ Doesn't know it or doesn't have one ☐ Client has Another Status

Oregon Mailing Address ____ ☐ Does not live in Oregon

Has Private Insurance? ○ Yes ○ No **Ok to bill private insurance?** ○ Yes ○ No ○ N/A

Have their own income? ○ Yes ○ No **Monthly Income** ____

Do they file taxes?

- ○ Yes. How many people on their taxes? ____
- ○ No, someone else puts the client on their taxes. How many people on their taxes? ____
- ○ No, and no one else puts the client on their taxes.

Date Client Signed Enrollment Form ____ ☐ Check if staff signed on behalf of client

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

Provided health insurance enrollment information ○ Yes ○ Not Needed

Provided voter registration card. Offered assistance completing and submitting the form. ○ Yes ○ Not Needed

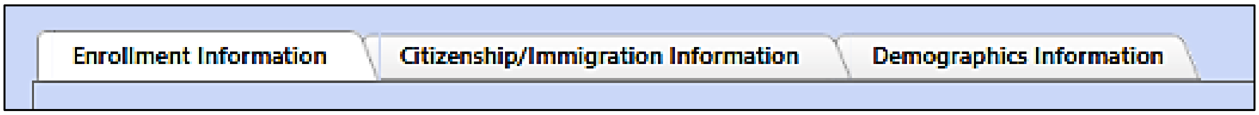
If any information entered does not match what the client provided on the enrollment form (for example, client wrote the incorrect enrollment date), please add a note here to explain along with staff initials:

Notes:

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

RH Access Fund Eligibility Database Guide

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



Enrollment Information tab

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

RH Access Fund Eligibility Database Guide

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.

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 Assigned at Birth: Click the bubble next to the sex the client indicated on their Enrollment Form.

Gender Identity: Complete this field with the gender identity the client entered on their Enrollment Form. If the client left this field blank, leave it blank in the Database.

City, Zip: Enter the city and zip the client identified on their Enrollment Form.

Can they get pregnant or get someone else pregnant: Click the bubble next to the answer the client marked on their Enrollment Form. Clients who marked either "No, I've been through menopause" or "No, other" are not eligible for the RH Access Fund, and therefore the system will not save a record if either answer option is checked. Note: **Clients who marked "No, I've had surgery" ARE eligible for the RH Access Fund.** Changes will be made to the Enrollment Form and Eligibility Database to reflect this change in the coming months.

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

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

SSN: Enter the client's Social Security number (SSN) if they provided one on their Enrollment Form and they marked U.S. Citizenship/National Status. 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 contact 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 and provide guidance on how to enroll the new client.

*Doesn't know it or doesn't have one: Click this box if the client marked this answer on their Enrollment Form.

> ***CCare clinics** may only bill the RH Access Fund for clients age 20+ who do not provide their SSN for 90 days after enrollment. After 90 days, the client will need to provide a SSN, go to a local RHCare clinic, or they may be offered other resources to help pay for their services. Clients who are 19 or younger are not required to provide their SSN but are required to provide proof of citizenship or immigration status (see further below).

*Checked Another Status: Click this box if the client marked Another Status on their Enrollment Form.

> ***CCare clinics** may not bill the RH Access Fund for services provided to clients who marked Another Status. These clients should be referred to a local RHCare clinic or offered other resources to help pay for their services.

Oregon Mailing Address: 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. A mailing address is only required for clients who marked U.S. Citizenship/National Status and who live in Oregon.

RH Access Fund Eligibility Database Guide

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

***CCare clinics** may not bill the RH Access Fund for services provided to clients who live out of state. These clients should be referred to a local RHCare clinic or offered other resources to help pay for their services.

^AbortionCare clinics may not bill the RH Access Fund for services provided to clients who live out of state. These clients should be offered other resources to help pay for their services.

Has private insurance: Click the bubble next to the answer the client provided on their Enrollment Form. Clients who have private health insurance may still qualify for RH Access Fund.

Ok to bill private insurance: Click the bubble next to the answer the client provided on their Enrollment Form. The client must have marked "No" for the RH Access Fund to be billed in lieu of private insurance. This option is available to all clients. If the client skipped this question on the Enrollment Form, mark N/A.

Have their own income: Click the bubble next to the answer the client provided on their Enrollment Form.

Monthly Income: Enter the total monthly income from their Enrollment Form. If the client skipped this question on the Enrollment Form, enter 0.

Do they file taxes: Click the bubble and enter the number of people the client marked on their Enrollment Form.

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

Check if staff signed on behalf of client: Check this box if clinic staff enrolled the client over the phone or during a video appointment.

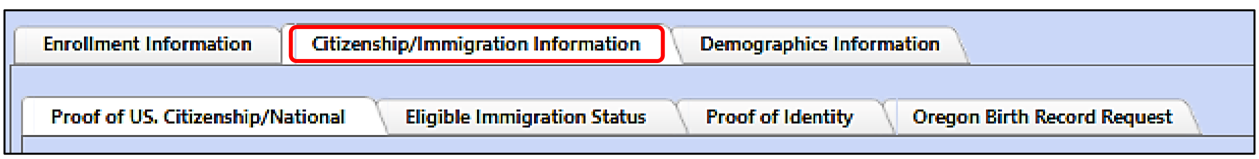
Provided information on where to access primary care services: Check "Yes" if clinic staff provided the client information on where they can go to access primary care services, and "Not Needed" if the client already has a primary care provider or indicated that they already know where to get the services.

Provided health insurance enrollment information: Check "Yes if clinic staff provided the client health insurance enrollment information, and "Not Needed" if the client already has private health insurance.

Provided voter registration card. Offered assistance completing and submitting the form: Check 'Yes' if the client marked Yes to the voter registration question (#12) on the Enrollment Form and was provided with a voter registration card. Mark 'N/A' if the client marked No or Not Applicable to the voter registration question (#12) on the Enrollment Form.

Notes: This field should be used if any of the information entered into the 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 Database don't match and include their initials and the date the note was made.

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 Status on their Enrollment Form do not need to provide any documentation.

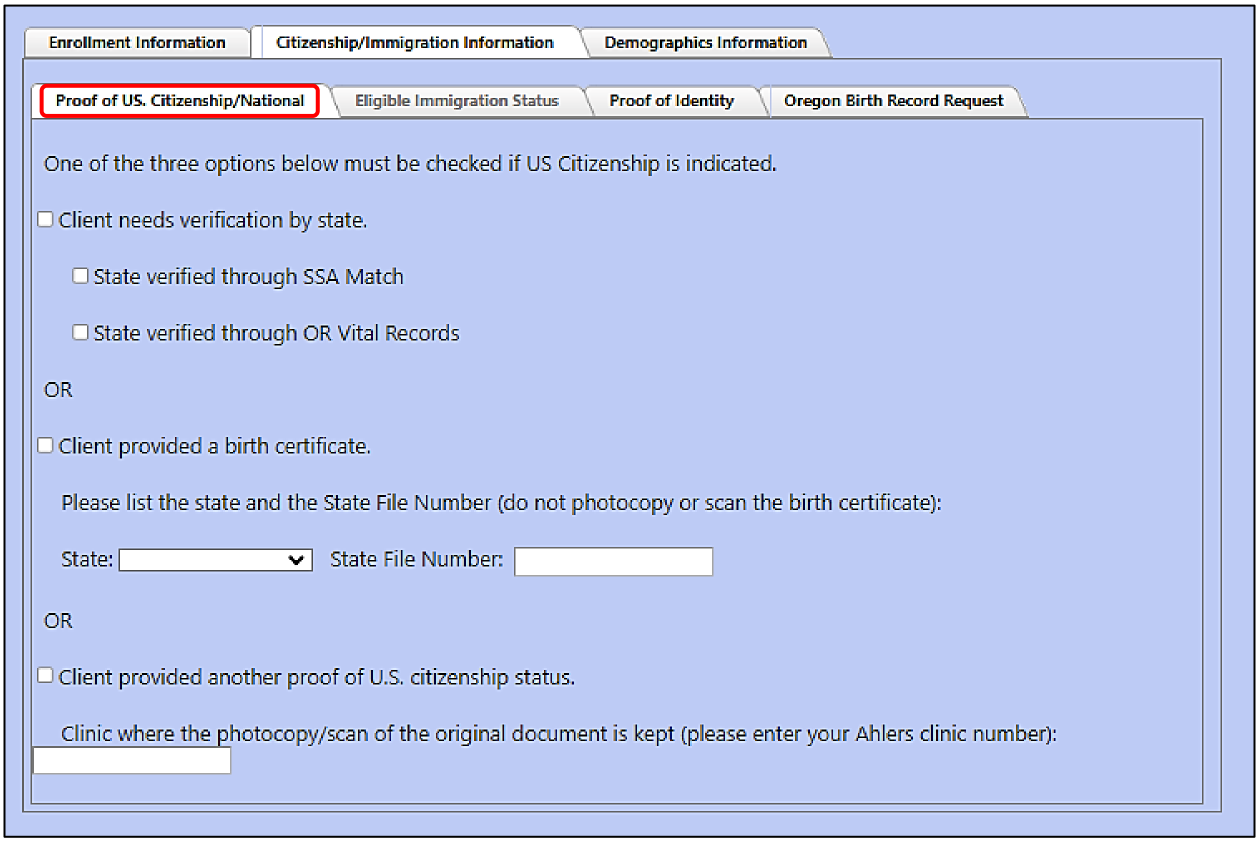
***CCare clinics** may not bill the RH Access Fund for services provided to clients who marked Another Status. These clients should be referred to a local clinic that operates RHCare, or offered other resources to help pay for their services.

^AbortionCare clinics may not bill the RH Access Fund for services provided to clients who marked U.S. Citizen/National Status or Eligible Immigration Status. These clients should be offered other resources to help pay for their services.

The RH Program is required to verify the U.S. Citizenship/National Status of any client who marks U.S. Citizenship/National Status on the Enrollment Form**. If the RH Program is unable to verify a client's Citizenship/National Status, the client will still have RH**

Access Fund coverage, but a message will appear in their Database profile and CCare clinics will not be able to bill the RH Access Fund 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 needs verification by state.

☐ State verified through SSA Match

☐ State verified through OR Vital Records

OR

☐ 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):

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:

1. Client needs verification by state


☐ Client needs verification by state.

☐ State verified through SSA Match

☐ State verified through OR Vital Records

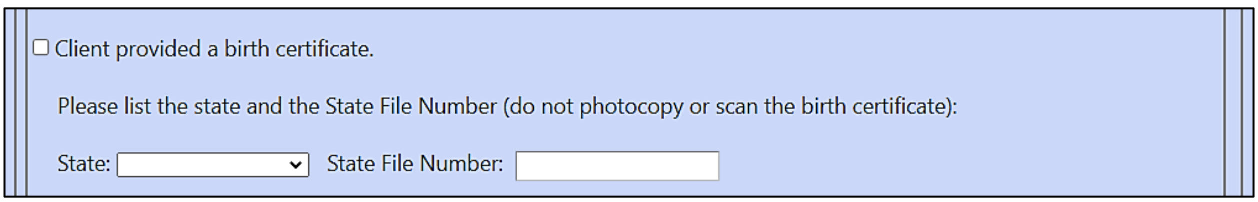
Check this box if the client did not bring documentation and needs electronic verification. Please note that the boxes, "State verified through SSA Match" and "State verified through OR vital records" can only be used by RH Program staff and will be marked only after an electronic match is found. If 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 Citizenship/National Status.

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

2. <u>Client provided a birth certificate</u>

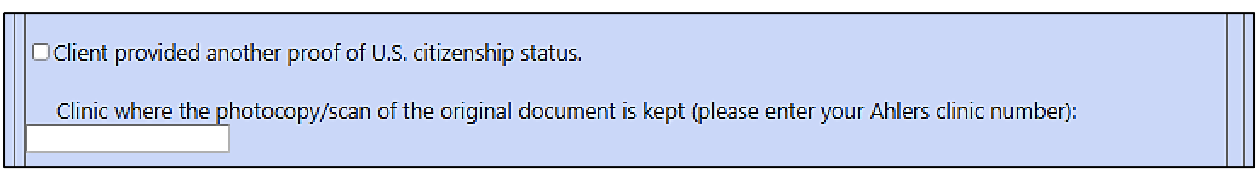


Check this box if the client brought an original or agency-certified copy of their birth certificate. Then, use the drop-down box to indicate the state of the birth certificate and enter the certificate's State File Number.

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 <u>not</u> make a copy of the birth certificate.

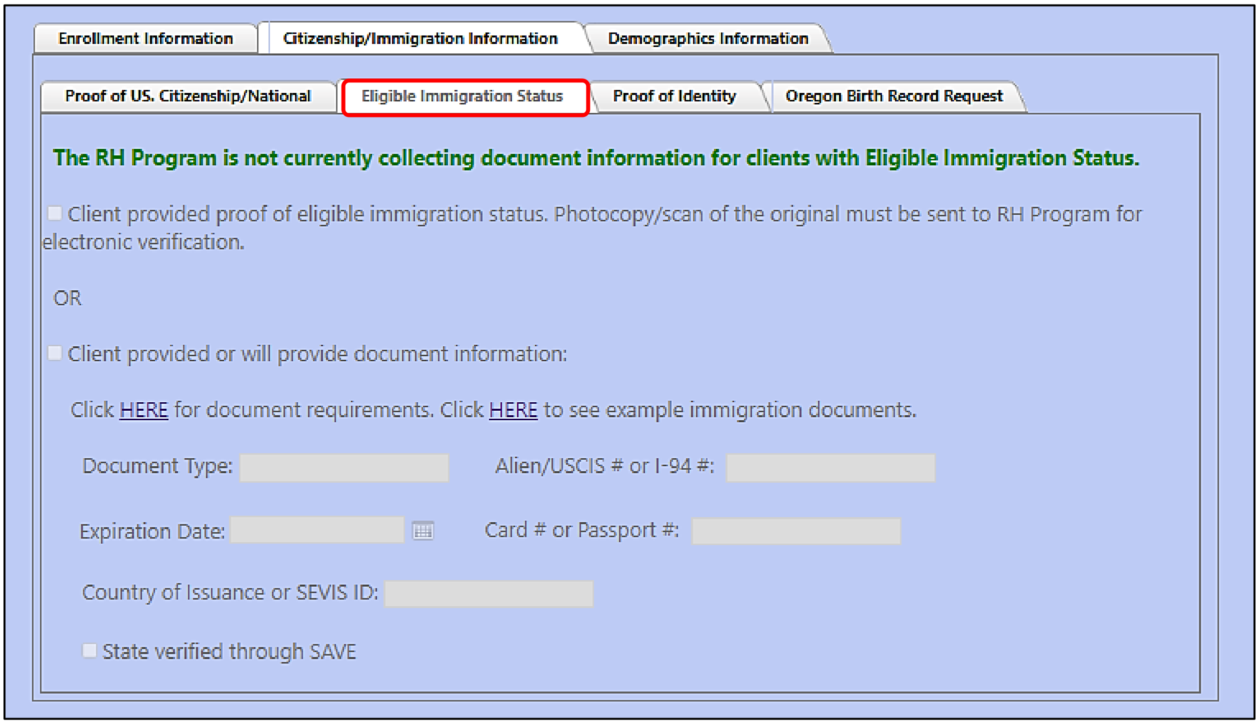
3. <u>Client provided another proof of U.S. citizenship status</u>



Check this box if the client brought another document that proves U.S. Citizenship/National Status. Other documents that prove 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.

Eligible Immigration Status

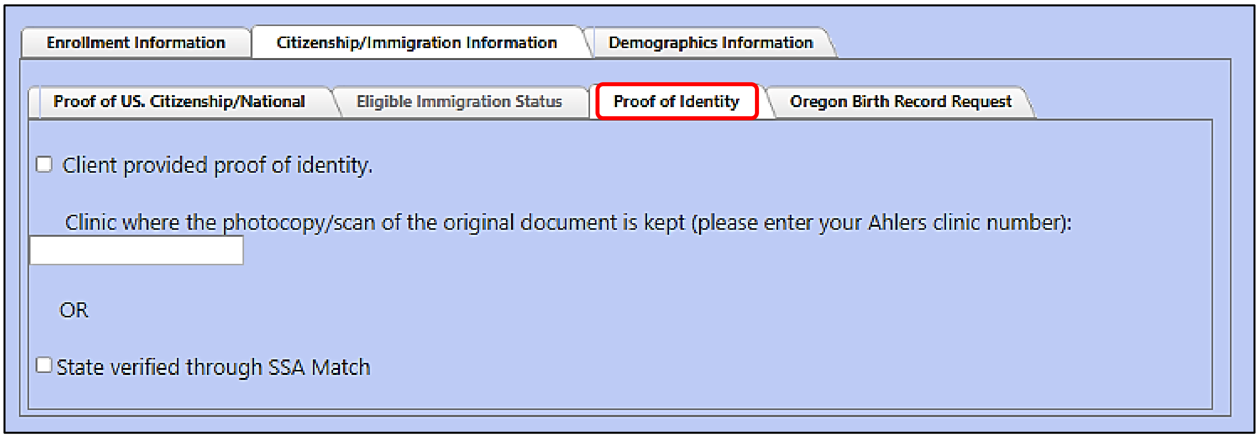


The tab for folks with Eligible Immigration Status has been deactivated. Clinic staff are not required to collect immigration documentation or identity.

Proof of Identity

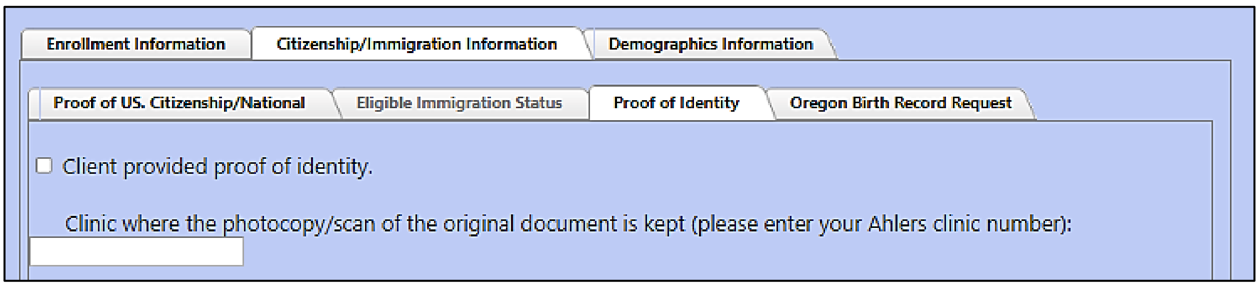
> **^AbortionCare clinics** should not ask clients enrolling in the RH Access Fund to provide proof of identity. This is not required for them to enroll.

Remember, clients who marked Eligible Immigration Status or Another Status are not required to provide Proof of Identity.



There are two options:

1. <u>Client provided proof of identity</u>

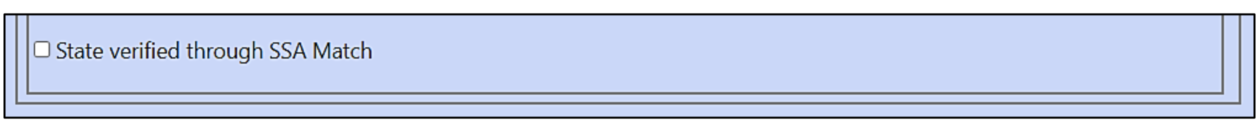


If the client brought in an accepted document proving their identity, mark the "Client provided proof of identity", make a legible copy or scan of the document and file it in the client's chart, then enter your clinic number. Remember to ensure the document is an original or agency-certified copy. Clients may not submit their own photocopies of documents.

For a list of documents that are accepted as proof of identity, see [Documents that Prove U.S. Citizenship and Identity].

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.

2. <u>State verified identity through SSA Match</u>



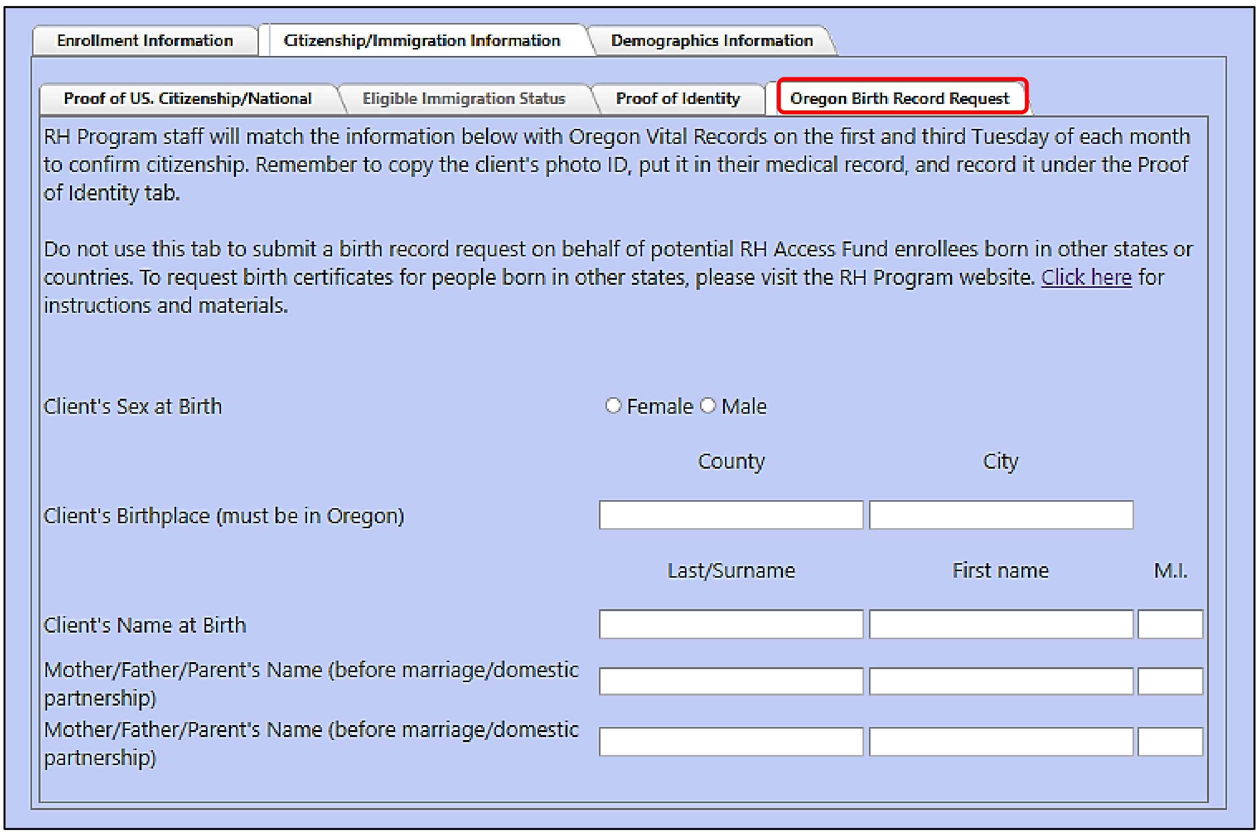
If RH Program staff were able to verify a client's U.S. Citizenship/National Status electronically, the "State verified through SSA Match" box will be checked.

RH Access Fund Eligibility Database Guide

Because RH Program staff attempt to electronically verify the citizenship of all clients who mark U.S. Citizenship/National Status, it is possible that both the "Client provided proof of identity" and this box will be checked.

Please note that the box, "State verified through SSA Match" is only available to RH Program staff and will be marked only after an electronic match is found. If the box remains unchecked after RH Program staff have tried to electronically verify the client's identification, they will remain enrolled in the RH Access Fund, but CCare clinics will be unable to bill for the client after 90 days of enrollment unless the client provides their own proof citizenship and/or identity.

<u>Oregon Birth Record Request</u>



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 Access Fund enrollees 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.

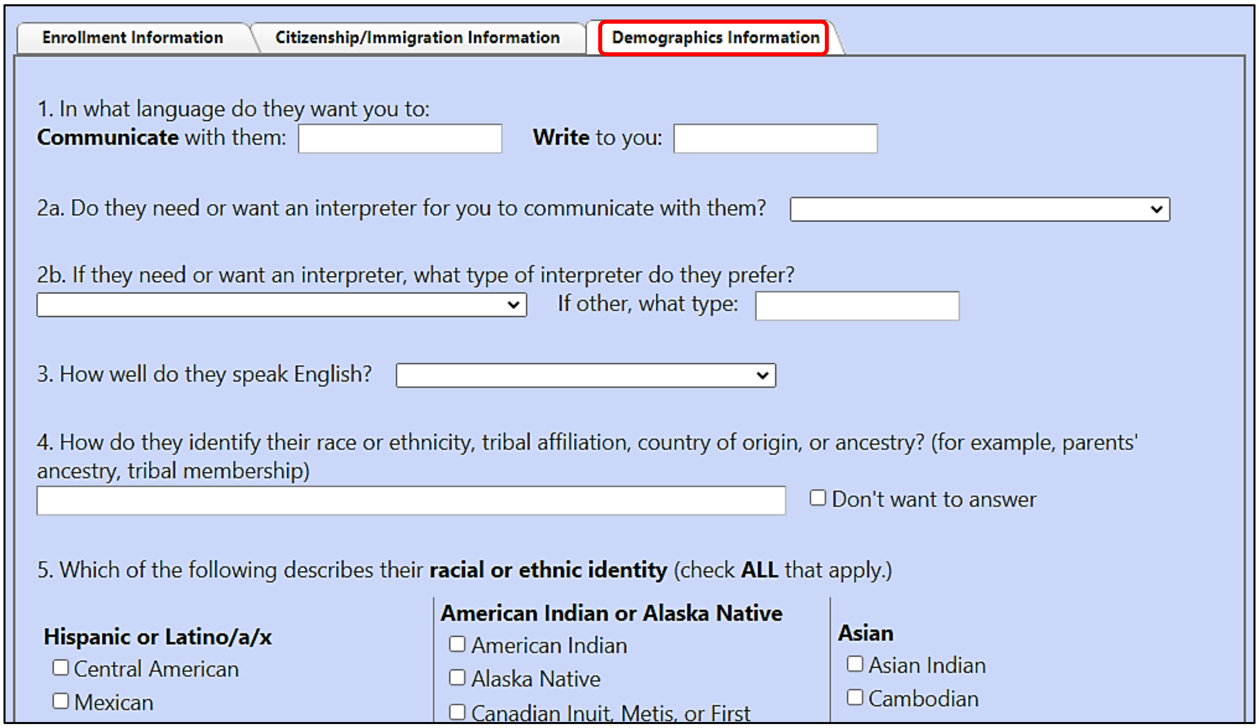
When filling out the Birth Record Request:

- 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 once per 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



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.

<u>Updating Client Information (including eligibility)</u>

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

<u>Note</u>: Do not change the date the client signed the Enrollment Form unless the client completed a new Enrollment Form. If the client did complete a new form, all information

from the newly completed form, including enrollment date and Citizenship/National Status documentation, needs to be updated in the system.

1. On the “Search for a Client” screen, search by RH Access Fund 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 unless they completed a new Enrollment Form.
    a. If the client provided eligibility documentation, mark “Client provided proof” in the applicable tab (U.S. Citizenship/National Status or Proof of 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 information meets RH Access Fund eligibility requirements, the record will be saved without errors, and the dates of the new one-year coverage period will appear at the top of the screen. The start date of the eligibility year should be the date the client signed the Enrollment Form.

Re-Enrollment

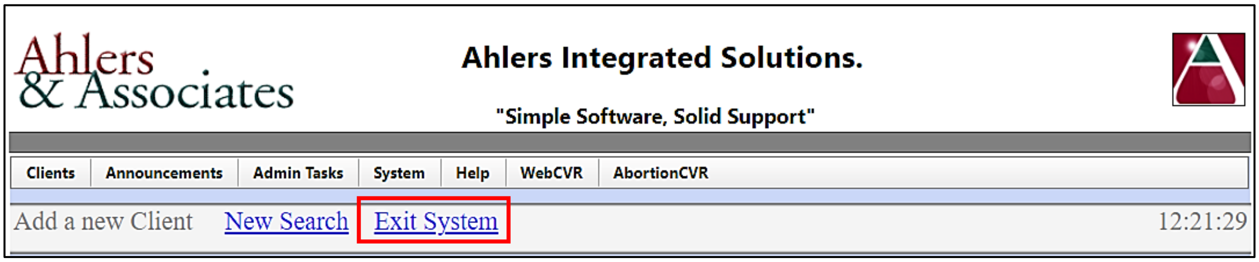
1. On the “Search for a Client” screen, search by RH Access Fund number or other field(s) to find the client’s record.
2. On the “Client Information” screen, enter the new date the client signed the Enrollment Form – it must match the date on the paper Enrollment Form. It is not necessary to re-enroll an existing RH Access Fund 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 Access Fund eligibility requirements, updated eligibility dates will appear at the top of the screen.

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 Access Fund number and/or updated eligibility dates.

Exit the Database

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



Eligibility Suspensions and Terminations

Every quarter, RH Program staff verify the income of clients who marked U.S. Citizenship/National Status on the Enrollment Form. For information on the verification process see our Verification FAQs.

Suspension due to Income

If a client is found to be over the income limit for the RH Access Fund, RH Program staff will suspend the client's coverage. 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 Access Fund coverage.

Wage records indicate client may be over RH Access Fund income limits. Coverage is suspended until client is contacted to resolve income discrepancy. Once explained, contact RH Program staff to reinstate client's coverage.

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 coverage and an error message located in the gray box at the top of the "Client Information" screen will appear (see message below). Clients whose coverage was terminated will need to complete a new Enrollment Form to enroll in RH Access Fund again.

This client is currently NOT currently eligible for RH Access Fund coverage.

Coverage was ended because client could not verify income. Client MUST fill out a new enrollment form before the clinic can bill the RH Access Fund.

Note: Any claims submitted to the RH Access Fund for dates of service after the date a client's coverage has been suspended or terminated will be rejected.

Error Messages

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

This list is not exhaustive.

*Address

- *CCare clinics cannot bill RH Access Fund for enrollees who live out of state.*

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

*SSN

- *Please check at every visit whether enrollee can provide SSN. CCare clinics cannot bill RH Access Fund for this enrollee until SSN is verified.*

  The "Doesn't know it or doesn't have one" box is checked. Clinic staff should ask the client for their SSN. In the meantime, the RH Access Fund cannot reimburse CCare clinics for services provided to the client.

- *Enrollee's SSN found to be invalid. Please check for typos and check at every visit whether enrollee can provide corrected SSN. CCare clinics cannot bill the RH Access Fund until the enrollee's 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 Access Fund cannot reimburse CCare 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 Information tab was left blank.

*Citizenship/National Status

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

The client's U.S. Citizenship/National Status could not be verified. See the Eligibility Status Update Guide for an explanation and instructions. In the meantime, the RH Access Fund cannot reimburse CCare clinics for services provided to the client.

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

  The client's identity could not be verified through the electronic verification process, and 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 not entered in the Database. If the client did not provide it, check with them at their next visit. In the meantime, the RH Access Fund cannot reimburse CCare clinics for services provided to the client.

Glossary

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

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

Client: any person who has reproductive capacity and is seeking reproductive health, family planning, or abortion services at a RHCare, CCare, or AbortionCare clinic.

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, Marshallese, Russian, Simplified Chinese, Spanish, and Vietnamese).

Enrollee: a client who has completed the RH Access Fund Enrollment Form and been enrolled into the RH Access Fund.

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

MI: Middle initial

RH Access Fund 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: RH.Enrollment@oha.oregon.gov ▪ 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 Email: customerservice@ahlerssoftware.com ▪ Unable to logon to the Database ▪ Need to reset your password ▪ The Database is running slowly