

DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

**RW GY32 Part B Sub-Recipient Kickoff Meeting
April 6, 2022**

DC EMA CAREWare

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**DC CAREWare
Website:**

<https://carewaredc.ixn.com/careware/rs/index.htm>

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What is New?

- CAREWare historical data archival
 - Records older than 3 years will be removed from the database
 - Back up will be maintained
 - Providers are encouraged to export their old data for backup
 - Please contact care.ware@dc.gov with specific inquiries

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What is New?...

- Centralized Eligibility
 - Is a system for providers to share RW service eligibility status & documentation
 - Eligibility verification documents can be uploaded
 - HIV verification
 - POI
 - POR
 - Proof of insurance
 - Training and quick user guide to follow

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What is New?...

- 2-Factor Authenticator resetting
 - Providers will be able to reset their users 2-factor key
 - If you are a site admins, please email at care.ware@dc.gov for further guidance
- Automatic user Deactivation
 - Due to security concerns, users who didn't login for 90 days will automatically be retired/Deactivated
 - New Account reactivation request must be submitted to reinstate the account

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Trainings

- Basic CW training for new users
- Centralized Eligibility System user training
- Working with Reports in CW
- Provider Specific training upon request




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How to request User Account

To access CAREWare User accounts [Click here](#) or scan QR code




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How to request TA

We have electronic TA request form
Click [DC CAREWare TA request form](#)
Or scan the barcode
Onsite training for your staff can be requested using this form



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CAREWare Super user

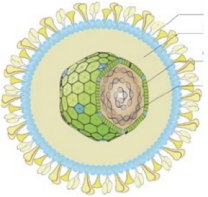
We are planning to train at least two employees from each organization on basics of CAREWare system administration
They will be onsite admins(one main and one backup)
To provide super user information for your organization complete:
[CAREWare super user form](#) or scan barcode on the left side



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Our Goal This GY



>92% Viral Load Suppression Rate in the EMA

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Contact

Email: care.ware@dc.gov

Phone: 202- 671- 4983

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Questions?

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