

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](https://carewaredc.ixn.com/careware/rs/index.htm)

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

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

What is New?...

- 2 –Factor Authenticator resetting
 - Providers will be able to reset their users 2-factor key
 - If you are a site admin, 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

Trainings

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



How to request User Account

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



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



CAREWare Supper user



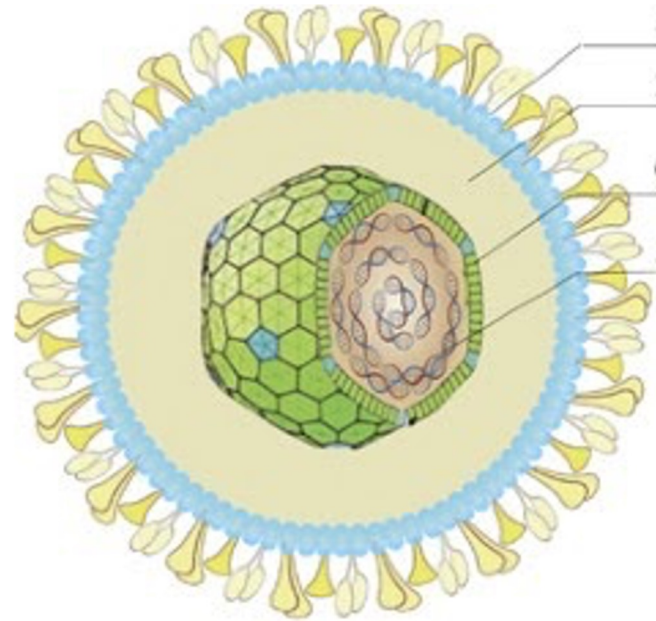
We are planning to train at least two employees from each organization on basics of CAREWare system administration

They will be onsite admins(one main and one backup)

To provide supper user information for your organization complete:

CAREWare supper user form or scan barcode on the left side

Our Goal This GY



>92% Viral Load Suppression
Rate in the EMA

Contact

Email: care.ware@dc.gov

Phone: 202- 671- 4983

Questions?

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For more information on the District's COVID-19 response, visit coronavirus.dc.gov