MEMORANDUM
Nevada Ryan White Parts ABCD

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to: All Ryan White Recipients and Subrecipients
Heather Shoop, Clark County Social Service Office of HIV
from: Tory Johnson, Nevada Department of Health & Human Services Office of HIV
subject: Ryan White Eligibility Guidance
date: May 28, 2025, Revised June 5, 2025

Starting June 1, 2025, Dignity Health will begin centralized eligibility functions funded by Part A through the Referral for Healthcare and Support Services service category.

Although Dignity was selected to provide a majority of eligibility services for the Las Vegas Transitional Grant Area (TGA), some other agencies will play a role in eligibility due to the services they have contracts/subgrants to provide through Part B. Please adhere to the following guidance:

1. Because all Ryan White Parts in Nevada have universal eligibility criteria, the agencies listed below for Clark and Nye Counties will be making eligibility determination for Parts A, B, C, and D.

   Clark County
   - Access to Healthcare Network (AHN) will continue to handle eligibility for the clients to whom they provide Ryan White case management services. AHN will also continue to support AIDS Drug Assistance Program (ADAP) eligibility.
   - AIDS Healthcare Foundation, Community Outreach Medical Center, and Southern Nevada Health District will continue to handle eligibility for the clients to whom they provide Ryan White case management services.

   Nye County
   - Nye County Health and Human Services will continue to handle eligibility for the clients to whom they provide Ryan White case management services.

2. *The agency at which eligibility services are delivered shall be responsible for submitting ADAP to AHN.*

3. *The agency at which eligibility services are delivered shall be responsible for uploading dental applications to CAREWare and to access the dental portal to update client information. **Do not send dental applications to AHN.***

4. *Aid for AIDS of Nevada will continue to provide Non-Medical Case Management for the clients that they currently provide case management, as well as HOPWA services.*

5. If case management client at any of the agencies listed above expresses, at the time eligibility is due, a desire to switch to another agency for their case management services, the agency shall make a referral to Dignity Health for eligibility services.

6. New clients in Clark County who present for services shall be referred to Dignity Health for eligibility services. New clients in Nye County who present for services shall be referred to Nye County Health & Human Services for eligibility services.

7. In **Mohave County,** CAN Community Health will support clients will completing paperwork and uploading it to Arizona's Ryan White eligibility hub. Eligibility determination will be made by the Arizona Department of Health Services.

If you have questions or concerns, please reach out to:

Part A: Tiffany Evans   Tiffany.Evans@ClarkCountyNV.gov   702-455-3433
Part B: Kevin Cortez   KCortez@health.nv.gov   702-486-0860

RW Part A Eligibility

Access to Process RW Eligibility
Client Update
Race/Ethnicity
Diagnosis
Labs
Poverty Assessment
Primary Insurance
Eligibility Notes
Application Update to "Process Application" & Final Approval

Part A
Centralized Eligibility
–Login to RWISE

https://lvtgarwise.jprog.net/RWISEPublished/

Centralized Eligibility Approver
Dignity Health
–Select RWISE Domain
(access to all clients including expiring clients for all agencies).

Access to Enrollment Queue (clients due for a renewal in 15,30,60 days)
RWISE All Pending Referrals for the entire TGA

RWISE Main Screen
-Use criteria to search clients
-Add Client
-RWISE All Pending Referrals
-Assigned User - Pending Referrals
-RWISE Updater Error Log
-My Settings
-Log Out
Access to the Client Display
-Client Contact Information
-Eligibility Information (status once application is processed)
-Client Level Data (race/ethnicity, gender, birth gender, risk factor etc.)
-RWISE Referrals (send internal / external referrals to other agencies)
-Diagnosis Documents
-Enrollment Services - will display the client's historical Eligibility Related Service (last 18 months).
  • Service Date
  • Service Name
  • Creating User
  • Reason
Mini Mod - is available for a client that is not eligible so all users can update information outside of Eligibility.

RWISE Viewers
RWISE Viewer (not processing Eligibility anymore)
Non-Eligibility Case Managers
Only has access to RWISE Expiring Clients at their Agency.

–Select Provider Domain (agency clients)
  • CAN Community Center
  • Chicanos Por La Causa
  • The Center
  • North Country Healthcare Center
  • UMC

–AHF, AHN, COMC, Nye, SNHD (will continue processing eligibility for their clients in their domain)