

## CARE Logon and Inquiry

### Introduction

The CARE screens in this guide will show you how to logon to CARE and how to access the screens needed to determine whether an individual is enrolled in the HCS or TxHmL waiver.

### Logon to CARE

```

KLGLGON1                               Entry Validation
Date: 11/16/11                          System: MHMR
Time: 14:35:55                          Device: TC240016

      Userid x123456
      Password.....                      Change Password ? N (Y or N)

MM   MM  HH   HH  MM   MM  RRRRRRRR      NN   NN  EEEEEEEEE  TTTTTTTTT
MMM  MMM  HH   HH  MMM  MMM  RR   RR      NNN  NN  EE           TT
MMM  MMM  HH   HH  MMM  MMM  RR   RR      NNN  NN  EE           TT
MM MM MM  HHHHHHHH MM MM MM  RRRRRRRR  /////  NN NN NN  EEEEEEEEE  TT
MM   MM  HH   HH  MM   MM  RR   RR      NN   NNN  EE           TT
MM   MM  HH   HH  MM   MM  RR   RR      NN   NNN  EE           TT
MM   MM  HH   HH  MM   MM  RR   RR      NN   NN  EEEEEEEEE  TT

      THIS IS A PROTECTED COMPUTER NETWORK RESTRICTED
      TO AUTHORIZED USERS ONLY. ALL ACCESS IS MONITORED
      AND ANY INTRUSIONS INTO THIS NETWORK ARE SUBJECT
      TO PROSECUTION UNDER STATE AND FEDERAL LAWS.

      Help Desk: 1-888-952-Help (4357) or 512-438-4720

ENTER USERID
Enter  F1=Help  F3=Exit
  
```

1. Type your **Userid**.
2. Type your **Password**.
3. Press **Enter**.
4. Press **Enter** again to advance past the broadcast message screen to the **CL/SUPERSESSION** screen.

## Logon to CARE, Continued

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The **CL/SUPERSESSION Main Menu** provides a listing of your menu applications and will vary according to the applications to which you have access.

```

      Actions  Options  Commands  Features  Help
-----
KLSVSEL1          CL/SUPERSESSION Main Menu          More:

Select sessions with a "/" or an action code.

  Session ID  Description                               Type  Status
  -----
  CARE        CARE / MODEL 204 DBMS                       Multi
-
  CAREDEMO    CAREDEMO / MODEL 204 DBMS                   Multi
-
  D204        Development MODEL 204 DBMS                   Multi
-
  D2042       Development MODEL 204 DBMS #2                Multi
-
  JHSXPTR     JHS/XPTR Combined System                     Multi
-
  TSO1        Time Sharing Option                           Multi

Command ==>
Enter  F1=Help  F3=Exit  F5=Refresh  F9=Retrieve  F10=Action
MHMR/TC240016

```

1. Type / or S to select **CARE**.
2. Press **Enter**.

## Logon to CARE, Continued

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### CARE Access Verification Screen

11-16-11

CARE ACCESS VERIFICATION SCREEN

VC020060

ENTER YOUR SOCIAL SECURITY NUMBER  
TO ACCESS THE CARE SYSTEM

- -  
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\*\*\*\* PRESS ENTER TO CONTINUE \*\*\*\*

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ACT: \_\_\_ (Q/QUIT)

1. Type your **Social Security Number** and press **Enter**.
2. Press **Enter** to advance through the next screens until the **M: CARE MAIN MENU** screen displays.

## M: CARE Main Menu Screen

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### CARE Main Menu

11-16-11

M: CARE MAIN MENU

VC020100

ENTER APPROPRIATE NUMBER TO CHOOSE ACTION

100 - CLIENT NAME SEARCH  
 165 - CHILDREN MH MENU  
 190 - DHS MEDICAID ELIGIBILITY MENU  
 200 - CLIENT INQUIRY  
 300 - CLIENT DATA ENTRY  
 400 - CLIENT DATA UPDATE  
 500 - COMPONENT INQUIRY  
 600 - COMPONENT DATA ENTRY  
 700 - CARE CLIENT REPORTING  
 790 - CARE COMPONENT REPORTING  
 B00 - PERFORMANCE/WORKLOAD BUDGET DATA ENTRY  
 M00 - PERFORMANCE/WORKLOAD DATA ENTRY  
 A - MEDICAID ADMINISTRATION MAIN MENU  
 C90 - HCS INTEREST LIST MENU  
 W00 - INTEREST LIST MENU  
 1100 - ICF/MR MENU  
 1900 - MEDICARE PART D PLAN MENU

ACT: \_\_\_\_ (Q/QUIT)

On the **CARE Main Menu** you have the following options:

If you...	Then...
<b>Do not</b> know the CARE ID, but have the Medicaid number	<ul style="list-style-type: none"> <li>Type <b>C63</b> in the <b>ACT:</b> field.</li> <li>Press <b>Enter</b>.</li> <li>Go to page 5 of this guide.</li> </ul>
<b>Do not</b> know the CARE ID or the Medicaid number	<ul style="list-style-type: none"> <li>Type <b>201</b> in the <b>ACT:</b> field.</li> <li>Press <b>Enter</b>.</li> <li>Go to page 7 of this guide.</li> </ul>
<b>Know</b> the CARE ID	<ul style="list-style-type: none"> <li>Type <b>397</b> in the <b>ACT:</b> field.</li> <li>Press <b>Enter</b>.</li> <li>Go to page 9 of this guide.</li> </ul>

## C63: DHS Medicaid Eligibility Search Screen

Use this screen if you **do not** know the CARE ID, but have the Medicaid number.

```

11-16-11          C63:DHS MEDICAID ELIGIBILITY SEARCH          VC060250
                   FILL IN ONE OF THE FOLLOWING SECTIONS

ENTER CARE IDENTIFIER, AND THE PROGRAM WILL SCAN THE MEDICAID ELIGIBILITY
FILE FOR MATCHES TO THE DEMOGRAPHIC FIELDS ENTERED IN CARE
CLIENT ID: _____
COMP/LCL CASE NUMBER : ____ / _____

        ----- OR -----
ENTER MEDICAID NUMBER AND THE MEDICAID
FILE WILL BE SEARCHED DIRECTLY
MEDICAID RECIP NO   : 987654321

        ----- OR -----
ENTER AT LEAST TWO OF NAME, SSN, AND BIRTH DATE
MEDICAID ELIGIBLE CLIENTS THAT MATCH TO AT
LEAST TWO OF THOSE FIELDS WILL BE DISPLAYED
CLIENT NAME-LAST: _____ FIRST: _____ MIDDLE: _____
SSN                : _____
BIRTH DATE (MMDDYYYY) : _____

ACT: ____ (C60/PROV INQUIRY MENU, A/MA MAIN MENU, HLP(PF1)/SCRN DOC)

```

1. Type the **Medicaid number** in the **MEDICAID RECIP NO** field in the middle of the screen.
2. Press **Enter**.

## C63: DHS Medicaid Recipient Information

The **CARE ID** is located on the upper left corner of the screen under the **CARE ID** field.

```

10-26-10          C63:MEDICAID RECIPIENT INFORMATION          VC100193
                INFORMATION ON THIS SCREEN IS FROM THE MEDICAID FILE
LINE CARE ID LASTNM          FIRSTNM/M          SEX ETH BIRTHDATE          SSN
1   11112222 VEER          PERCY          M   W 04-09-1956 123456789
                MEDICAID: 987654321 MEDICARE: 333336666C1

```

```

*****
CURRENT SCREEN          1   TOTAL SCREENS:          1   NAMES RETURNED: 1
FOR FURTHER INFORMATION, ENTER A LINE NUMBER:  _   (OR MOVE CURSOR TO LINE)
DECODE ELIGIBILITY FIELDS (Y/N)          :  N

```

\*\*\*\*\* MSG: PRESS <ENTER> TO RETURN TO REQUEST SCREEN\*\*\*\*\*

ACT: \_\_\_\_ (C63/REQUEST SCREEN,M/MENU)

1. Write down or highlight and copy the **CARE ID**.  
**Note:** If you highlight and copy the CARE ID, you can paste it in the **CARE ID** field on the 397 screen.
2. Type **397** in the **ACT:** field.
3. Press **Enter**.
4. Go to page **9**.

## 201: Client Name Search Screen

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Use this screen if you **do not** know the CARE ID or the Medicaid number.

```

10-26-10                201:CLIENT NAME SEARCH                VC021101

DISPLAY CLIENTS THAT MIGHT MATCH TO THOSE SELECTED BELOW?:  Y
(WILL ONLY BE PERFORMED IF 1-10 CLIENTS ARE SELECTED)

USE MATCH ALGORITHM WITH CHARACTERISTICS ENTERED BELOW      :  _
(MUST ENTER LAST NAME, FIRST NAME, SEX, DOB, ETHNIC, AND SSN OPTIONAL)

CLIENT LAST NAME       :  VEER _____ EXACT LAST NAME? :  Y (Y/N)
CLIENT FIRST NAME      :  PERCY _____
CLIENT ID              :  _____ MEDICAID RECIP NO :  _____
COMPONENT CODE         :  _____ LOCAL CASE NUMBER :  _____
SSN                   :  123456789

SEX                   :  _ (M/F) ETHNICITY                :  _
AGE (+ OR - 5 YEARS) :  _____ BIRTH DT -MMDDYYYY:  _____
MH/MR                 :  _____ OR MONTH/YEAR-MMYYYY

MH AUTHORITY          :  _____ MR AUTHORITY          :  _____
ASSIGNMENT STATUS     :  _____ RESIDENTIAL COUNTY:  _____
COMPONENT TYPE        :  _ (H=HOS, S=SLC, D=STATE CEN, C=COMM CEN, Y=SOCS)

ACT: _____ (M/MAIN MENU)

```

1. Type the individual's **last name** in the **CLIENT LAST NAME** field.
2. Type **Y** in the **EXACT LAST NAME?** field.
3. Type the individual's **first name** in the **CLIENT FIRST NAME** field.
4. Type the **Social Security Number** in the **SSN** field or the birth date in the **BIRTH DT-MMDDYYYY** field.
5. Press **Enter**.

**201: Client Name Search**

The **CARE ID** is located on the upper left corner of the screen under the **CARE ID** field.

```

10-26-10                201:CLIENT NAME SEARCH                VC021111

LINE ID      LASTNM      FIRSTNM/M      SEX ETH BIRTHDATE      SSN
1   11112222 VEER      PERCY          M   H 04-09-1956 123456789
      CNTY: EL PASO      MEDICAID: 987654321 MEDICARE:

*****
CURRENT SCREEN      1      TOTAL SCREENS:      1      NAMES RETURNED: 1
FOR FURTHER INFORMATION, ENTER A LINE NUMBER:  _      (OR MOVE CURSOR TO LINE)

***** MSG: PRESS <ENTER> TO RETURN TO REQUEST SCREEN*****

ACT:  ____ (201/NAME SEARCH,M/MENU)

```

1. Write down or highlight and copy the **CARE ID**.  
**Note:** If you highlight and copy the CARE ID, you can paste it in the **CARE ID** field on the 397 screen.
2. Type **397** in the **ACT:** field.
3. Press **Enter**.
4. Go to page **9**.

### 397: Request Client ID Information Screen

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The **397: Request Client ID Information** screen is used to access the Client ID Information screens that contain enrollment information.

10-26-10	397:REQUEST CLIENT ID INFORMATION	VC028690
PLEASE ENTER AT LEAST ONE OF THE FOLLOWING:		
CLIENT ID	:	<b>11112222</b> __
COMPONENT CODE/LOCAL CASE NUMBER:	:	____/____
OBRA CLIENT ID	:	_____
INPUT PRINTER CODE	:	_____
*** PRESS ENTER ***		
ACT: ____ (Q/QUIT,M/MENU)		

1. Type the **CARE ID** in the **CARE ID** field.
2. Press **Enter**.

### 397: Client ID Information Screen

This screen is the first in a series of screens that you must access before the assignment history is displayed.

```

10-26-10                397:CLIENT ID INFORMATION                VC028695
LAST NAME/SUF: VEER          .                CLIENT ID          : 11112222
FIRST NAME   : PERCY          LOCAL CASE NUMBER :
MIDDLE INIT  : .                COMPONENT/LOC CODE:

NAME HISTORY:      LAST      SUF      FIRST      MIDDLE  COMP RPT DATE RPT
                  VEER      .      PERCY      .          090  04-04-00
                  VEER      .      PERCY      .          090  03-17-00

LOCAL CASES :  COMP   COMP CASE   STATUS COMP STAT          COMP LOC PROG
              090  0900000111222  CLOSED 090CLOSED          .          2
              8RF  8RF0000333555  .      .          .          2

CURRENT CNTY: 071 EL PASO      MRAUTH: 090 EL PASO MHMR

REGIS DT REGIS TM SYSTEM STATUS SYS STAT DT SYS STAT TM
03-17-2000 1201A          2          09-29-2010  1100P

DEMOGRAPHICS:
MHMR: MR   MRFUND:

                  S E                      L M
                  E T      FED              PRES E A  FAM  GROSS

>

```

Press **Enter** on each screen until the screen containing the **Waiver Consumer Assignment History** section displays.

**Note:** Some CARE records can be several pages long.

### 397: Client ID Information Screen, Continued

#### Waiver Consumer Assignment History

```

10-26-10          397:CLIENT ID INFORMATION          VC028695
LAST NAME/SUF: VEER          .          CLIENT ID          : 11112222
FIRST NAME      : PERCY          LOCAL CASE NUMBER :
MIDDLE INIT    :          COMPONENT/LOC CODE:

0500000105466 09-01-90 08-31-91  3256.63      I110      + 856.63
                                          I114      +1400.00
                                          I030      +1000.00

```

#### WAIVER CONSUMER ASSIGNMENT HISTORY

COMP/LCN	CONTRACT/WAIV	EFF DATE	END DATE	SVC COUNTY	LOCATION
8RF/0000028132	001007425/HCS	09-01-2010		BEXAR	OHFH
8DM/0000000184	001007314/HCS	05-22-2010	08-31-2010	BRAZORIA	1624
8DM/0000000184	001008733/HCS	11-19-2009	05-21-2010	BASTROP	0315
88X/0000000007	001007993/HCS	12-15-2008	02-13-2009	LEE	UNK
88X/0000000007	001007993/HCS	10-01-2007	12-14-2008	LEE	DHR3

>

The data under **Waiver Consumer Assignment History** is in chronological order. The first line of consumer data shows the component code, local case number, type of waiver (HCS or TxHmL), effective date assigned to the location code, end date of the assignment, county of residence, and location code. If the **END DATE** field is **empty**, the individual is **enrolled** in the waiver.

1. Press **Enter** until you access the screen that includes **Waiver Slot History**.

**397: Client ID Information Screen, Continued**

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**Waiver Slot History**

```
10-26-10                397:CLIENT ID INFORMATION                VC028695
LAST NAME/SUF: VEER          .                CLIENT ID                : 11112222
FIRST NAME      : PERCY          LOCAL CASE NUMBER      :
MIDDLE INIT    :                COMPONENT/LOC CODE:

WAIVER SLOT HISTORY

COMP/LCN      EFF DATE    END DATE      SLOT TYPE
8DM/0000000184  10-01-2007
                                     >
```

The **EFF DATE** field shows the date the individual was enrolled into the waiver.

- 1. Press **Enter** to exit the screen.

## Exit CARE

---

Exit the CARE system from a screen with an **ACT:** field. To exit the system:

1. Type **Q** in the **ACT:** field.
2. Press **Enter**.
3. Type **logoff** at the prompt.
4. Press **Enter**.

**Result:** The **CL/Supersession Main Menu** screen will display.

On the **CL/Supersession Main Menu**:

1. Press **F3** to display the **Exit Menu**.
2. Press **F3** to exit the system.
3. Left click on the **X** in the upper right hand corner of the screen.