

Eligibility

Purpose	Review and maintain a client's eligibility for Ryan White-funded services and understand its effect on RSR reporting.
Who should do this	CAREWare users who enter eligibility records and administrators who grant eligibility permissions.
Use this guide when you need to	Review current eligibility or add an eligibility record.
Main warning	Consider creating a separate eligibility record for each applicable funding source and effective date.

Quick path

Provider domain > Find Client > Client Search > View Details > Demographics > Eligibility

Before you begin

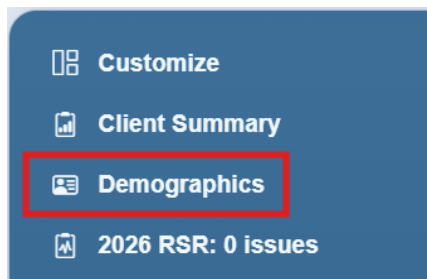
- Log into the correct provider domain.
- Confirm that you have permission to view or manage eligibility records.
- Have the client's identifying information and the applicable eligibility date and funding source.

Find a client and review eligibility

Step 1. Log into a provider domain.

Step 2. Use [Find Client](#) to open the client's record.

Step 3. Click Demographics.



Step 4. Click Eligibility.



Step 5. Click Start.

View **Start** Stop Edit Delete Help Back Print or Export Column visibility ▾ Copy

Eligibility History

Search: « < 1 > » Go to page 1 ▾ 100 ▾ entries per page Show

Date	Is Eligible	Funding Source	Ryan White Funded	Pre
11/11/2025	Yes	Part B	Yes	Az Se

Step 6. Enter the Eligibility Date.

Save Back

Eligibility History

Eligibility Date * 07/27/2026

Is Eligible: Yes

Funding Source: ▾

Step 7. Confirm that CAREWare automatically completes the Is Eligible field.

Save Back

Eligibility History

Eligibility Date *: 07/27/2026

Is Eligible: Yes

Funding Source: ▾

Step 8. Select the Funding Source from the dropdown.

Save Back

Eligibility History

Eligibility Date *: 07/27/2026

Is Eligible: Yes

Funding Source: Part D ▾

Step 9. Click Save.

Save

Back

Eligibility History

Eligibility Date *

07/27/2026

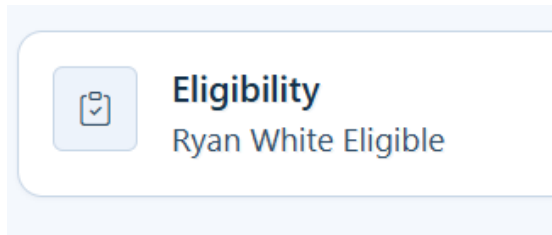
Is Eligible:

Yes

Funding Source:

Part D

When Is Eligible is Yes and a Ryan White or Ryan White-related funding source is selected, the client's Eligibility Status changes to Ryan White Eligible.



Troubleshooting and common questions

Why can't I open or update Eligibility?

Confirm that both the provider domain and your user account or user group have the required Status/Eligibility permissions.

Why did the status not change to Ryan White Eligible?

Confirm that Is Eligible is Yes and that a Ryan White or Ryan White-related funding source is selected.

How should I record eligibility for two programs?

Create a separate eligibility record for each funding source and effective date.

Related References

Document	Use it for
Find Client	Search for client records in CAREWare.