Resolving Add Client Errors in CAREWare

Troubleshooting duplicate key and encrypted UCI already exists errors

Purpose

Use this guide when CAREWare prevents a client from being added because a duplicate key or encrypted UCI already exists. First confirm whether the person already has a record. Apply the least disruptive solution and escalate uncertain matches to a CAREWare administrator.

Before you begin

1. Record the exact error message and the provider where the client is being added.

2. In Central Administration, use Find Client to search by first name, last name, date of birth, and Client ID (if used). Try partial names and include inactive clients in the search.

3. Review possible matches. If the client exists in another provider or is not visible with your permissions, request a Central Administration review before creating another record.

Important:

Do not alter a real client's name, date of birth, or other identifying information merely to bypass an error. A matching encrypted identifier can indicate an existing client or a duplicate key that requires investigation.

Solution 1 — Correct URN identifying fields

1. Return to the Add Client screen and compare the entered first name, last name, date of birth, and sex at birth against verified client information.

2. Correct typographical errors, transposed dates, or inconsistent names only when supported by the client's verified information.

3. Search again using the corrected information to check whether the client already exists.

4. If no existing record is found, attempt to add the client again. If the error persists, review Solution 2 or contact the administrator.

Tip:

A changed surname, nickname, or incorrect date of birth can make an existing client harder to find. Verify potential matches even if there is a low potential match score.

Solution 2 — Use a different URN suffix

1. Confirm that the prospective client is a different person from the client whose URN already exists. Compare additional identifying information and request administrator review if uncertain.

2. In the Add Client workflow, use the URN suffix option or suffix edit prompt if it is displayed.

3. Choose an available suffix value according to your organization's procedure; do not change verified demographic values to force a different URN.

4. Save the client, then reopen the record and verify the identifying information and suffix.

Important:

The suffix distinguishes different clients who would otherwise share the same URN. If the matching record is an existing record of the same person, the record may need to be merged.

Solution 3 — Create a temporary record and merge duplicates (administrator-supervised)

Use only when the client is confirmed to be the same person as an existing record and normal matching or correction cannot complete the workflow. A temporary URN variation may create a duplicate and must not be treated as a routine workaround. Obtain approval, document the temporary change, and preserve the verified identity data.

Warning:

Merging and deleting records can be irreversible. Obtain a recent backup or an appropriate Provider Data Export first. Retain the secondary record until staff verify the transfer; never merge records belonging to different people.

1. Confirm the existing client and the intended primary record; check whether the existing record is in another provider.

2. Have an authorized administrator assess whether a temporary record is necessary. If approved, record the temporary identifying variation and promptly add the record to the duplicate-review process.

3. For duplicates within a provider: Find Client → select the correct client → View Details → Duplicate Client → select the duplicate → Merge Clients.

4. For Central Administration: Administrative Options → Data Oversight → Client Merge. Use Browse Client List to select the two clients and Flag Matched Pair if they are not already listed. Then open Merge Clients, select the pair, and choose Merge Duplicates.

5. Verify that the correct record is Primary (left). Use Swap Primary/Secondary Clients if needed; resolve each field shown in red using verified information. Complete Merge Clients.

6. Review the Client Merge Report and Rejected Records; confirm services, enrollments, clinical data, and attachments were retained. Correct any rejected records through an approved process.

7. Delete the secondary record only after review and backup checks. Confirm the retained client has the correct identifying fields and is available in the appropriate provider.

If the error continues

1. Capture the exact error text, CAREWare version/build, provider, and the stage where the error occurs. Do not include unnecessary client identifiers in an unprotected support message.

2. Ask a Central Administration user to check cross-provider matches, URN suffix conflicts, and client matching settings.

3. Contact the CAREWare Help Desk if the record cannot be added after verified corrections, or if the encrypted UCI conflict cannot be explained.

Related CAREWare documentation

Documentation	Description
Merging Clients in CAREWare	Overview of the client merge process, key considerations, and required permissions.
Duplicate Client	Instructions for identifying duplicate records within a provider and initializing merges.

Documentation	Description
Merge Clients	Step-by-step procedure for completing client merges in Central Administration.
Browse Client List	Guidance on searching and selecting potential client pairs for merge review.
Client Missing in Find Client Results	Troubleshooting steps when clients cannot be located using standard search parameters.
Client Merge History	Details on auditing past client merge actions and reviewing merge reports.