ServicePoint HUD Verification Questions

Answering HUD Verification Questions for New Participants

Your program's Entry may include the following questions:

- Health Insurance
- Disabilities
- Monthly Income
- Non-Cash Benefits

Though these four questions each have different answers available to choose from, they all function the same way. There are two parts to answer:

 Answer the Yes/No question that sits above the HUD Verification.

2. Click HUD Verification, which opens the next window.

3. Select the "No" link. All of the answers in the bottom section will shift to "No".

4. Carefully review the list of answers. If one of the answers applies to the participant, shift the answer on that one line to a "Yes".

If you answer "Yes" to an Income Source for the Monthly Income question, or for the Disability types, an additional box will pop up. See Step 5 and/or 6 below.

Otherwise, click Save & Exit.

				1					
	Cove Insu	overed by Health No (HUD) G					2		
	Q	Health Insurance					HUD) Verifica	ition 🛕
		Start Date *		Health Insurance Type	Covered?	En	d Date		
	1	01/01/2017		Other	No				
	1	01/01/2017		Indian Health Services Program	No				
	1	01/01/2017		State Health Insurance for Adults	No				
	1	01/01/2017		Private Pay Health Insurance	No				
	1	01/01/2017		Health Insurance obtained through COBRA	No				
Add Showing 1-5 of 10 First Previous							Next	Last	

HUD Verification: Health Insurance for 01/01/2017

0	Per Health Insurance Type, the current records for Health Insurance as of 01/01/2017 are displayed below. Any previous records for Health Insurance not overlapping as of this date are not displayed. In the event that multiple records exist per Health Insurance Type as of 01/01/2017, records containing "Yes" values will be displayed and take precedence for reporting purposes.								
		Select the Covered? value for all incomplete Health Insurance Type records	○ <u>Yes</u> ○ <u>No</u> ○ <u>Data Not Colle</u> ● <u>Incomplete</u>	<u>ected</u> 4	3				
					Cove	vered?			
	Heal	Ith Insurance Type		Yes	No	Data Not Collected	Incomplete		
/	MED	ICAID			۲				
	MED	ICARE		0	0	0	۲		
/	State	e Children's Health Insurance Program	ı		۲				
/	Vete	ran's Administration (VA) Medical Serv	vices		۲				
/	Emp	loyer - Provided Health Insurance			۲		0		
/	Healt	th Insurance obtained through COBRA	A Contraction of the second se		۲				
/	Priva	te Pay Health Insurance			۲				
/	State	e Health Insurance for Adults			۲				
1	India	an Health Services Program			۲		0		
1	Othe	r			۲				
					Save	Save & Exit	Exit		

5. **INCOME**: Enter the amount of that Income. Enter an approximate amount if necessary. Click Save.

Record all income received in the 30 days prior to intake, but only if it that income will be continuous and ongoing.

Monthly Income	
Monthly Amount	<u> </u>
Source of Income	SSDI (HUD)
If Other, Please Specify	G
Receiving Income Source?	Yes
Start Date *	01 / 01 / 2017 🧖 🌍 🦓 G
End Date	//
omplete End Date to upda	ate when the client is no longer receiving

	Edit Recordset - (10) Sky, Blue					
the 2	Disabilities					
bility	/ Disability Type	Mental Health Problem (HUD)				
al I İn	If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	(Yes (HUD) G				
	Start Date * Note on Disability	01/01/2017 🧖 🔿 🦓 G				
	Above condition is going to be long term? (Retired)	-Select- 🗸 G				

End Date

Print Recordset

6. DISABILITIES: Enter "Yes"* in fields below the Note on Disa box. Click Save.

*If the project requires an officia documentation of disability, you must have that in the client file i order to enter "Yes".

Continue answering the remaining Entry questions.



When you're done answering questions for the Head of Household, remember to click Save, then scroll back to the top of the entry window and click on the names of any other household members included in the entry to complete their assessments.

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27, 🔵 27, G

Cancel

Save

Updating HUD Verification Questions for Existing Participants

If you are answering the HUD Verification questions for a participant who already exists in ServicePoint, there's a good chance that these type of questions (health insurance, disability, income, non-cash benefits) have already been answered at least once. Please note that updating HUD Verfication information should happen occur as an Interim Assessment.

ServicePoint will display all previously recorded answers as long as they are *ongoing*. This means that no one has entered an "End Date" for the answers you are seeing.

In order for you to update a HUD Verification question that has already been answered, you must enter an End Date for each previously recorded answer **that is no longer correct**. Then create a line for each **new** correct answer; new answers should be dated with the date of your new entry or annual update.

EXAMPLE: Last year, a survivor and her child completed the intake process for a program on 01/01/2017. A couple days later, her advocate created a program entry in ServicePoint using the intake date as the entry date. The advocate answered all of the questions required by ServicePoint in the program entry, including all four of the HUD Verification-type questions (Health Insurance, Disability, Monthly Income, and Non-Cash Benefits). At the time the advocate completed the intake, the participant did not have health insurance.

Hu Hu							
Start Date *	Health Insurance Type	Covered?	End Date				
/ 🧃 01/01/2017	MEDICARE	No					
/ 🧃 01/01/2017	Other	No					
2 🗋 01/01/2017	Indian Health Services Program	No					
2 🗋 01/01/2017	State Health Insurance for Adults	No					
2 🗋 01/01/2017	Private Pay Health Insurance	No					
Add	s	howing 1-5 of 11 First	Previous Next Last				

Notice how each of the individual answers within the HUD Verification-type questions has a **Start Date** of 01/01/2017 (the same as the participants' entry date). Because the advocate recorded these answers from within the program entry dated 01/01/2017, the **Start Date** for each answer defaults to the entry date. **(Don't change it.)**

TIP: After completing a HUD Verification, click on the magnifying glass icon to expand the HUD Verification box to see all your answers at once.

Health Insurance								
	Provider	Date Effective 💌	Start Date	Health Insurance Type	Covered?	End Date		
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICARE	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Other	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Indian Health Services Program	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	State Health Insurance for Adults	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Private Pay Health Insurance	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Health Insurance obtained through COBRA	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Employer - Provided Health Insurance	No			
2	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Veteran's Administration (VA) Medical Services	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	State Children's Health Insurance Program	No			
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICAID	No	12/31/201		
1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICAID	No			

A year later, the same participant completed an intake for a new program. A couple days later, her advocate creates an entry for the new program, using the new intake date (01/01/2018) as the program entry date. Sometime in the last year, the participant acquired health insurance through the Virginia Medicaid expansion. Yay! The HUD Verification question about Health Insurance in the new program's entry pulls the "No" answer from the last time this question was answered, just like all other questions in ServicePoint. Flip the answer in the first part from a "No" to a "Yes".

Covered by Health Insurance (No (HUD) C	Covered by Health Insurance	Yes (HUD) 🗸 G
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Click on the pencil next to the field you would like to edit. Please note, you can view all fields through one of two options:

 Click the magnifying glass -OR- Scroll through by clicking "Next": Health Insurance 							
	Start Date *	Health Insurance Type	Covered?		End Date		
🦯 🧋	01/01/2017	MEDICARE	No				
/ 🧋	01/01/2017	Other	No				
/ 🧋	01/01/2017	Indian Health Services Program	No				
/ 🧋	01/01/2017	State Health Insurance for Adults	No				
/ 🧋	01/01/2017	Private Pay Health Insurance	No				
Add Showing 1-5 of 11 First Previous Next						Last	

The Start Date tells you the date of the entry wherein this answer was created. When the answer was created on 01/01/2017, "No" was the correct answer to the question "Covered?" for "MEDICAID".

But as of 01/01/2018, "No" is no longer a correct answer. Document this change by entering an End Date for the "No" answer. The date "No" stopped being correct is the date the participant first acquired health insurance; however, the participant isn't expected to remember that date, and the advocate is not expected to record it.

But the advocate *does* know that on the date the participant completed the intake for the new program, she had OHP. The advocate is only responsible for reporting what is true as of the **Entry Date**. So, use the date of the day before the program entry as the **End Date**.

This is how a change in the participant's life is tracked through time:

The Start Date: The neutisinent	Edit Recordset - (10) S	sky, Blue	×
received services from a program on	Health Insurance		# 1
1/1/2017. At that time, she did not have Medicaid.	Start Date * Health Insurance Type	01/01/2017 🛛 🧖 💙 🦉 G MEDICAID	
	(If Yes to Other) Specify Source		G
	Covered?	No VG	
	(HOPWA) If Private Pay Insurance, Specify		
The participant receives services			Ğ
again, one year later, on 1/1/2018. This time she reports having	(HOPWA) If No, Reason not covered	-Select- V G	
Medicaid. Therefore, the "End Date"	End Date	12 / 31 / 2017 🔊 🥎 🦝 G	
to her not having Medicaid will be one day prior to her receiving	Print Recordset	Save	Cancel

After entering the "End Date", click "Save".

The next step is to document an ongoing "Yes" for Medicaid as the date of the new program entry.

1. Click the "Add" button:

C	Health Insurance			HUD Verification 🗸				
	Start Date *	Health Insurance Type	Covered?	End Date				
1	01/01/2017	MEDICARE	No					
1	01/01/2017	Other	No					
1	01/01/2017	Indian Health Services Program	No					
1	01/01/2017	State Health Insurance for Adults	No					
1	01/01/2017	Private Pay Health Insurance	No					
A	Add Showing 1-5 of 11 First Previous Next Last							

- 2. Complete the pop up assessment as follows:
- a. Enter "Start Date" as date the participant receives services.
- b. Enter Health Insurance type, if applicable.
- c. Enter the applicable answer for "Covered?".
- d. As this is ongoing, no end date is needed.
- e. Click "Save".

Health Insurance	
Start Date *	01 / 01 / 2018 🛛 🔊 🞝 🧟 G
Health Insurance Type	MEDICAID V G
(If Yes to Other) Specify Source	G
Covered?	Yes 🗸 G
(HOPWA) If Private Pay Insurance, Specify	G
(HOPWA) If No, Reason not covered	-Select- C
End Data	🗍 / 🗍 / 🦳 📆 🔿 🙇 g

TIP:

A way to spot check for a correctly updated HUD Verification is to click the magnifying glass to view all records:

Sh	ow	All Health Insurance	Records				S	3
(н	ealth Insurance	5					
		Provider	Date Effective 🔻	Start Date	Health Insurance	Covered?	End Date	
2	1	Blue Ridge Continuum of Care (1)	01/01/2018 9:16:34 AM	01/01/2018	MEDICAID	Yes		2
/	1	Blue Ridge Continuum of Care (1)	01/01/2018 9:16:34 AM	01/01/2018	MEDICARE	No		
/	1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2018	MEDICAID	Yes		
/	1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2018	MEDICAID	Yes		A HUD Verification
/	1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICARE	No		correctly captures a
/	1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Other	No		change in a
/	1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Indian Health Services Program	No		circumstances may
/	Ţ	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	State Health Insurance for Adults	No		have multiple lines with End Dates , but
/	7	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Private Pay Health Insurance	No		should have only one
/	Ţ	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Health Insurance obtained through COBRA	No		answer, whether
/	1	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Employer - Provided Health Insurance	No		
/	đ	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Veteran's Administration (VA) Medical Services	No		
/	ij	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	State Children's Health Insurance Program	No		
/	Ţ	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICAID	No	12/31/2017	
L	Ţ	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2018	MEDICAID	Yes		
	Add	ł		Show	ing 1-15 of 15			