

## 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:

1. Answer the Yes/No question that sits above the HUD Verification.
2. Click HUD Verification, which opens the next window.

1

2

Start Date *	Health Insurance Type	Covered?	End Date
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	
01/01/2017	Health Insurance obtained through COBRA	No	

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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**.

3

4

Select the Covered? value for all incomplete Health Insurance Type records

Yes  
 No  
 Data Not Collected  
 Incomplete

Health Insurance Type	Covered?			
	Yes	No	Data Not Collected	Incomplete
MEDICAID	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
MEDICARE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
State Children's Health Insurance Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran's Administration (VA) Medical Services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer - Provided Health Insurance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Insurance obtained through COBRA	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Pay Health Insurance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Health Insurance for Adults	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indian Health Services Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Save   Save & Exit   Exit

- 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 that income will be continuous and ongoing.**

- DISABILITIES:** Enter “Yes”\* in the 2 fields below the Note on Disability box. Click **Save**.

**\*If the project requires an official documentation of disability, you must have that in the client file in 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.**

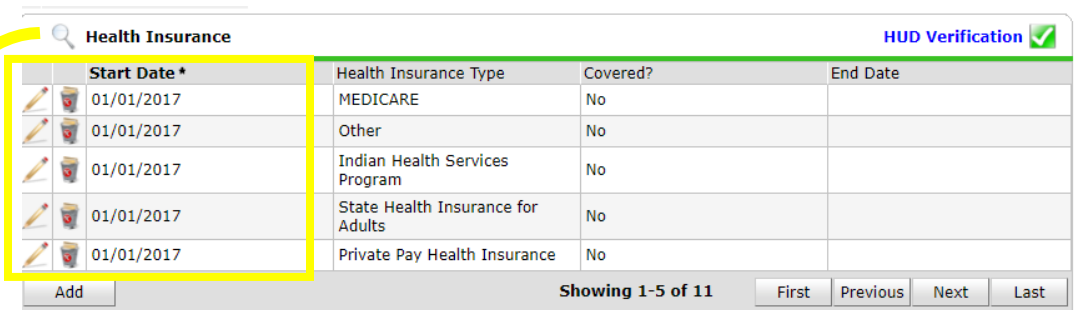
## Updating HUD Verification Questions for Existing Participants

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 Verification 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.

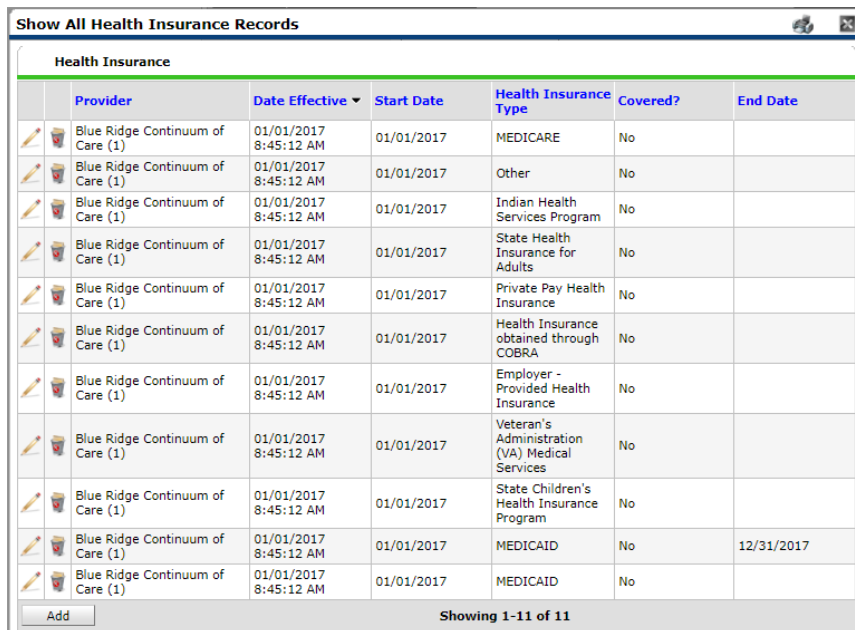
**EXAMPLE:** Last year, a survivor and her child completed the intake process for a program on 01/01/2017. A couple days later, her advocate created a program entry in ServicePoint using the intake date as the entry date. The advocate answered all of the questions required by ServicePoint in the program 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.



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	

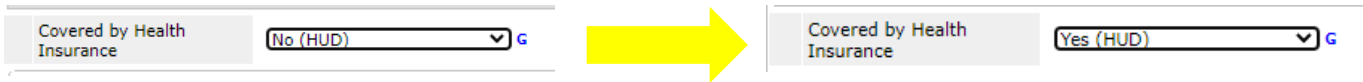
Notice how each of the individual answers within the HUD Verification-type questions has a **Start Date** of 01/01/2017 (the same as the participants' entry date). Because the advocate recorded these answers from within the program entry dated 01/01/2017, the **Start Date** for each answer defaults to 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.



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



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:

1. Click the magnifying glass -OR-
2. Scroll through by clicking "Next":

The screenshot shows a table with the following data:

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	

At the bottom of the table, there are navigation buttons: 'Add', 'Showing 1-5 of 11', 'First', 'Previous', 'Next', and 'Last'. A blue arrow points from the 'Next' button to the 'Covered?' column of the table.

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 participant received services from a program on 1/1/2017. At that time, she did not have Medicaid.



The participant receives services again, one year later, on 1/1/2018. This time she reports having Medicaid. Therefore, the "End Date" to her not having Medicaid will be one day prior to her receiving services.



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:

	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	

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".

**TIP:**

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

Health Insurance						
	Provider	Date Effective	Start Date	Health Insurance Type	Covered?	End Date
	Blue Ridge Continuum of Care (1)	01/01/2018 9:16:34 AM	01/01/2018	MEDICAID	Yes	
	Blue Ridge Continuum of Care (1)	01/01/2018 9:16:34 AM	01/01/2018	MEDICARE	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2018	MEDICAID	Yes	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2018	MEDICAID	Yes	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICARE	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Other	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Indian Health Services Program	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	State Health Insurance for Adults	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Private Pay Health Insurance	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Health Insurance obtained through COBRA	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Employer - Provided Health Insurance	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	Veteran's Administration (VA) Medical Services	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	State Children's Health Insurance Program	No	
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2017	MEDICAID	No	12/31/2017
	Blue Ridge Continuum of Care (1)	01/01/2017 8:45:12 AM	01/01/2018	MEDICAID	Yes	

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A HUD Verification question that correctly captures a change in a participant's circumstances may have multiple lines with End Dates, but should have only one ongoing line per answer, whether "Yes" or "No".