



POLICY AND PROCEDURE NOTICE: PPPN-066 REFERRAL FOR HEALTH CARE AND SUPPORT SERVICES

Summary and Purpose of PPN: To guide the administration of the Ryan White Part A Program to provide a standard Priority Service definition and requirements.

Authority:

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- HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs National Monitoring Standards for Ryan White Part A Grantees: Program – Part A
<https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringparta.pdf>
- HAB PCN #16-02 Ryan White HIV/AIDS Program Services: Eligible Individuals & Allowable Uses of Funds
https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf
- Policy Clarification Notice 16-02: Eligible Individuals and Allowable Uses of Funds Frequently Asked Questions
https://hab.hrsa.gov/sites/default/files/hab/Global/faq_service_definitions_pcn_final.pdf
- HIV/AIDS Bureau, Division of Metropolitan HIV/AIDS Programs & Division of State HIV/AIDS Programs National Monitoring Standards for Ryan White Part A and Part B Grantees: Universal – Part A and B (Covers Both Fiscal and Program Requirements)
<http://hab.hrsa.gov/manageyourgrant/files/universalmonitoringpartab.pdf>

Background:

Atlanta EMA Quality Management Standards

The purpose of the Ryan White Part A quality management standards and measures is to ensure that a uniformity of service exists in the Atlanta Eligible Metropolitan Area (EMA) such that the consumers of a service receive the same quality of service regardless of where the service is rendered. These standards set forth the minimal acceptable levels of quality in service delivery and to provide measurement of the effectiveness of services. EMA Standards of Care may be found on the Ryan White Part A website at www.ryanwhiteatl.org.

Also see PPPN-038 Compliance with Standards.

Service Definition

Referral for Health Care and Support Services directs a client to needed core medical or support services in person or through telephone, written, or other type of communication. This service may include referrals to assist eligible clients to obtain access to other public and private programs for which they may be eligible (e.g., Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturer’s Patient Assistance Programs, and other state or local health care and supportive services, or health insurance Marketplace plans).

Policy and Procedure:

1. Subrecipient is expected to maintain documentation that funds are used only:
 - To direct a client to a service in person or through other types of communication
 - To provide benefits/entitlements counseling and referral consistent with HRSA requirements
 - To manage such activities
 - Where these services are not provided as a part of Outpatient/Ambulatory Health Services or Case Management services

2. Subrecipient is expected to maintain documentation of:
 - Method of client contact/ communication
 - Method of providing referrals (within the non-medical case management system or informally)
 - Referrals and follow up provided
 - Number and types of referrals provided
 - Benefits counseling and referral activities
 - Number of clients served

Unit of Service Definition

Referral for Health Care and Support Services			
Subservice Name	Definition	Unit	Funding Sources
Benefits/Financial Counseling	Assistance enrolling clients onto ADAP, HICP, PAP and other entitlement programs; and determining eligibility for Medicaid, Medicare and other payers, regardless of credentials of staff performing activity	Session	A
Enrollment/Intake/Re-enrollment	Includes education components of intake for new or re-enrolling clients into Ryan White services once they are determined eligible. Clients must be re-screened for eligibility if they have not been seen in 6 months	Session	A

Face-to-Face Interim Contact	Direct face-to-face contact with client. Includes obtaining updates on needs and income. May include assistance in obtaining medical, social, community, legal, financial, and other needed services.	15 minutes	A
Non Face-to-Face Interim Contact	Non-face-to-face contact with client. Includes obtaining updates on needs and income. May include assistance in obtaining medical, social, community, legal, financial, and other needed services..	15 minutes	A
Enrolled in ADAP	Client received application approval for the enrollment into Georgia's AIDS Drug Assistance Program	Enrollment	A
Enrolled in PAP	Client received application approval for the enrollment into Pharmaceutical Manufacturer's Patient Assistance Program	Enrollment	A
Enrolled in ACA	Client received application approval for the enrollment into Affordable Care Act Marketplace Exchange for an individual	Enrollment	A
Insurance Navigation-Group	Provision of education and assistance for enrollment into Affordable Care Act Marketplace Exchange to a group	Session	A
Insurance Navigation-Individual	Provision of education and assistance for enrollment into Affordable Care Act Marketplace Exchange to an individual	Session	A

Approved: April 2017

Reviewed: November 2020