

Service Category Definition (approved by SPA February 2020)

Food Bank/Home Delivered refers to the provision of actual food items, hot meals, home delivered meals based on medical necessity and/or a voucher program to purchase food. This also includes the provision of essential non-food items that are limited to personal hygiene products and household cleaning supplies

Intake and Eligibility (HIV/AIDS BUREAU PCN #13-02)

For both initial/annual and six-month recertification procedures, eligibility determinations may be performed simultaneously with testing and treatment. Recipients and subrecipients assume the risk of recouping any HRSA RWHAP funds utilized for clients ultimately determined to be ineligible, and instead charge an alternate payment source, or otherwise ensure that funds are returned to the HRSA RWHAP program.

REQUIRED ELIGIBILITY DOCUMENTATION TABLE

Eligibility Requirement	Initial Eligibility Determination & Once a Year/12 Month Period Recertification	Recertification (minimum of every six months)
HIV Status	<ul style="list-style-type: none"> Documentation required for Initial Eligibility Determination Documentation is not required for the once a year/12-month period recertification 	No documentation required
Income	Self-attestation form for recertification ONLY	<ul style="list-style-type: none"> Recipient may choose to require a full application and associated documentation OR Self-attestation of no change Self-attestation of change - Recipient must require documentation of change in eligibility status
Residency	Self-attestation form for recertification ONLY	<ul style="list-style-type: none"> Recipient may choose to require a full application and associated documentation OR Self-attestation of no change Self-attestation of change - Recipient must require documentation
Insurance Status	Recipient must verify if the applicant is enrolled in other health care coverage and document status in the client's chart.	<ul style="list-style-type: none"> Recipient must verify if the applicant is enrolled in other health coverage OR Self-attestation of no change Self-attestation of change - Recipient must require documentation
Viral Load	Documentation of viral load count	Documentation of viral load count

All agencies are required to have a client intake and eligibility policy on file that adheres to the EMA's eligibility policy. It is the responsibility of the agency to determine and document client eligibility status, as outlined in the Ryan White Part A Eligibility Policy in accordance with HRSA/HAB regulations. Eligibility must be completed at least once every six months.

Eligible clients in the New Haven & Fairfield Counties EMA must:

- Live in New Haven or Fairfield Counties in Connecticut;
- Have a documented diagnosis of HIV/AIDS;
- Have a household income that is at or below 300% of the federal poverty level; and
- Be uninsured or underinsured.

Services will be provided to all Ryan White Part A eligible clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, prior medical history, or any other basis prohibited by law.

Personnel Qualifications (including licensure)

Compliance with all federal, state, and local laws regarding the provision of food bank, home- delivered meals and food voucher programs, including any required licensure and/or certifications

Care and Quality Improvement Outcome Goals

Program Outcome:

- 90% of clients are virally suppressed as evidenced by the last viral load test within the measurement year (<200 copies/mL) at last test of the measurement year.

Service Standards and Goals

HRSA/HAB Performance Measure: Viral Suppression (NQF#: 2082)		GOAL
STANDARD/MEASURE	AGENCY RESPONSIBILITY	
Clients are virally suppressed.	Documentation that the client is virally suppressed within as evidenced by the last viral load test within the measurement year (<200 copies/mL) at last test of the measurement year.	90%
HRSA/HAB National Program Monitoring Standards for RWHAP Part A: Section C: Support Services		GOAL
STANDARD/MEASURE	AGENCY RESPONSIBILITY	
Documentation that: 1. Services supported are limited to food bank, home- delivered meals, and/or food voucher program. 2. Types of non-food items provided are allowable. 3. If water filtration/ purification systems are provided, community has water purity issues.	Maintain and make available to Recipient documentation of: 1. Services provided by type of service, number of clients served, and levels of service. 2. Amount and use of funds for purchase of non-food items, including use of funds only for allowable non-food items. Compliance with all federal, state, and local laws	100%

<p>Assurance of:</p> <ol style="list-style-type: none"> 1. Compliance with federal, state and local regulations including any required licensure or certification for the provision of food banks and/or home- delivered meals 2. Use of funds only for allowable essential non-food items. 	<p>regarding the provision of food bank, home-delivered meals and food voucher programs, including any required licensure and/or certifications.</p>	
<p>Monitoring of providers to document actual services provided, client eligibility, number of clients served, and level of services to these clients.</p>	<p>Provide assurance that Ryan White funds were used only for allowable purposes and Ryan White was the payer of last resort.</p>	

Clients Rights and Responsibilities

Agencies providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each agency will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer fully understands their rights and responsibilities.

Client Charts, Privacy, and Confidentiality

Agencies providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of the client's Personal Health Information (PHI). Agencies must have a client's release of information policy in place and review the release regulations with the client before services are provided. A signed copy of the client's release of information must be included in the client's chart.

Cultural and Linguistic Competency

Agencies providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services. (please see <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53> for more information)

Client Grievance Process

Each agency must have a written grievance procedure policy. Clients will be informed and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of receipt of the grievance procedure policy form must be included in the client's chart.

Case Closure Protocol

Each agency providing services will have a case closure protocol. The reason for case closure must be properly documented in each client's chart.