



Norfolk TGA Ryan White Part A EMERGENCY FINANCIAL ASSISTANCE (EFA) SERVICE STANDARD

SERVICE CATEGORY DEFINITION

Emergency Financial Assistance (EFA)

Emergency Financial Assistance provides limited short-term payments to assist eligible Ryan White Part A Program clients with an emergent need for paying housing or utility assistance. Emergency Financial Assistance can occur as a direct payment to an agency or through a voucher program. Direct cash payments to clients are not permitted.

Ryan White HIV/AIDS Program funds is a payer of last resort and for limited amounts. Identification and application of other community resources to assist clients should be documented prior utilizing EFA. The following caps for EFA funds are as follows:

- 1.) Housing Assistance
 - a. \$1000 per client per measurement year
- 2.) Utility Assistance
 - a. \$500 per client per measurement year

* Requests for exceptions must be submitted to the Recipient, Christine Carrol, Norfolk TGA Ryan White Part A Program Director.

CLIENT INTAKE AND ELIGIBILITY

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

Eligible clients must:

- ◇ Live in the Norfolk TGA (Chesapeake, Norfolk, Virginia Beach, Portsmouth, Suffolk, Hampton, Newport News, Poquoson, Williamsburg, York County, James City County, Gloucester County, Matthews County, Isle of Wight and Currituck County, North Carolina)
- ◇ Have an HIV/AIDS diagnosis
- ◇ Have a household income that is at or below 400% of the federal poverty level
- ◇ Be uninsured or underinsured



Norfolk TGA Ryan White Part A EMERGENCY FINANCIAL ASSISTANCE (EFA) SERVICE STANDARD

Services will be provided to all Ryan White Part A qualified 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, or any other basis prohibited by law.

PERSONNEL QUALIFICATIONS

Staff completing Emergency Financial Assistance requests should have:

1. A high school (HS) diploma or General Education Development (GED) and one year of experience working with persons living with HIV, or HS diploma or GED and additional health care training.
2. Complete a minimum training regimen within one year of their hire date that includes:
 - a. ADAP requirements including ADAP/Insurance training,
 - b. Training in HIV 101 to include HIV disease processes, treatment, testing, legal ramifications to include confidentiality, counseling/referral, and prevention,
 - c. Medicaid, Medicare, SSI, SSDI,
 - d. HIV case management standards, and
 - e. Cultural competency.

****If newly hired and have previously completed the required training(s), staff are not required to repeat it. Documentation of completion of required trainings must be kept in the personnel file***

3. Five hours of continuing education in HIV/AIDS is required annually. Ongoing training on changes to benefits programs, such as Medicare, Medicaid, SSI, SSDI, etc. is also required annually. Documentation of completion of required trainings must be kept in the Eligibility/Intake Specialist's personnel file.
4. Documentation of completion of this training must be kept in the Eligibility/Intake Specialist or Non-Medical Case Manager's personnel file. VHARCC offers a variety of trainings and consultation services. More information can be found at:
<http://www.VHARCC.com>



**Norfolk TGA Ryan White Part A
EMERGENCY FINANCIAL ASSISTANCE (EFA)
SERVICE STANDARD**

CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The overall treatment goal of Emergency Financial Assistance is to provide limited short-term payments to assist eligible Ryan White Part A Program clients with an emergent need for paying housing or utility assistance.

Clinical Quality Improvement outcome goals for EFA include:

- 100% of all files include an assessment of presenting need and qualification for EFA service.
- 80% of EFA clients are linked to medical care as documented by at least one medical visit, viral load or CD4 test reported in the measurement year.
- 80% of EFA clients are on Antiretroviral Therapy in the measurement year.
- 80% of EFA clients are virally suppressed (<200 copies/mL).

SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
1. Services are provided by trained professionals.	Documentation of minimum education and/or experience requirements for Non-Medical Case Managers.	100%
2. Client file includes an assessment of presenting problem / need requiring EFA services.	Documentation of eligibility and need evident in the client chart.	100%
3. Client file includes a description of the date and type of EFA provided.	Documentation of date and description of EFA provided in client chart.	100%



**Norfolk TGA Ryan White Part A
EMERGENCY FINANCIAL ASSISTANCE (EFA)
SERVICE STANDARD**

4.	Client file includes documentation that a third-party application was completed and is pending approval.	Documentation of a third-party payer application evident in the client chart.	100%
5.	Client did not receive EFA services that exceed the allowable limit per client per service.	Documentation that EFA services were limited to the allowable limit per client per service is in the client chart.	100%
6.	Clients are linked to medical care.	Documentation that the client had at least one medical visit, viral load, or CD4 test within the measurement year as documented by the medical case manager.	80%
7.	Clients are on Antiretroviral Therapy (ART).	Documentation that client was prescribed ART in the 12-month measurement year as documented by the medical case manager.	80%
8.	Clients are virally suppressed.	Documentation that the client has a viral load <200 copies/mL at last test as documented by the medical case manager.	80%

CLIENTS RIGHTS AND RESPONSIBILITIES

Subrecipient’s providing services are required to have a statement of client rights and responsibilities posted and/or accessible to the client. Each Subrecipient will take all necessary actions to ensure that services are provided in accordance with the client rights and responsibilities statement and that each client understands fully his or her rights and responsibilities.



Norfolk TGA Ryan White Part A EMERGENCY FINANCIAL ASSISTANCE (EFA) SERVICE STANDARD

CLIENT RECORDS, PRIVACY, AND CONFIDENTIALITY

Subrecipient's 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 clients Personal Health Information (PHI). Subrecipient's must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the clients record. Information on all clients receiving Ryan White Part A funded services must be entered in the HRSA sponsored, Norfolk Part A managed, CAREWare Database.

CULTURAL AND LINGUISTIC COMPETENCY

Subrecipient's providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services.

CLIENT GRIEVANCE PROCESS

Each Subrecipient must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the clients record.

CASE CLOSURE PROTOCOL

Each Subrecipient providing services should have a case closure protocol on file. The reason for case closure must be properly documented in each client's file. If a client chooses to receive services from another provider the Subrecipient must honor the request from the client.