

REFERRAL FOR HEALTH CARE AND SUPPORT SERVICES

Norfolk Transitional Grant Area

Grant Year 2020/21



Service Category Definition – Referral for Health Care and Support Services

(HIV/AIDS Bureau Policy Clarification Notice #16-02, Revised 10/22/2018)

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. Activities provided under this service category may include referrals to assist HRSA RWHAP-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).

The objectives of the Referral for Health Care and Support Services are to ensure that:

- Services are available to all eligible consumers
- To direct a client to service in person or through other types of communication
- To provide benefits/entitlements counseling and referral consistent with HRSA requirements

Personnel Qualifications

Referral for Health Care and Support Services will be provided by staff who meet the minimum requirements and qualifications listed in this section.

- 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.
- All Referral for Health Care and Support Services Staff will have at least one (1) hour of cultural diversity training a year.

Subrecipient Responsibility

- Maintain program files that document:
 - Number and types of referrals provided
 - Benefits counseling and referral activities
 - Number of clients served
 - Follow-up provided
- Maintain client records that include required elements as detailed by the grantee including:
 - Date of service
 - Type of communication
 - Type of referral
 - Benefits counseling/referral provided
 - Follow up provided
- Maintain documentation demonstrating that services and circumstances of referral services meet contract requirements.

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Norfolk TGA Care Continuum Performance Measures

(Appendix B: Norfolk TGA Care Continuum Performance Measures)

Performance Measure	Numerator	Denominator	Data Exclusions	Target
<u>HIV Viral Load Suppression</u> Percentage of non-medical case management patients who have a HIV viral load less than 200 copies/mL at last HIV viral load test during the measurement year.	The number of non-medical case management patients with a viral load <200 copies/mL at last test during the 12-month measurement period.	All patients with at least one non-medical case management visit during the 12-month measurement period.	None.	85%