

# Pittsburgh Aids Task Force (PATF): Ryan White Part B Certification Project



**BCHS 2503: PRACTICUM**  
**CAROL MARTIN-MACK**



# Plattsburgh Aids Task Force



## Mission Statement

“Dedicated to saving, Sustaining and empowering the lives of individuals living with HIV/AIDS and preventing the spread of the infection”

The agency was founded in 1985 and it is located in Pittsburgh

PATF receives Ryan White Part B Funds



# PATF: Services



- Case management
- Supportive services
- Food pantry
- HUD Supportive Housing
- Transportation
- Emergency funds
- Legal assistance
- HIV prevention services
- HIV testing



# HRSA Monitoring Standard for Ryan White Funds



- All Ryan White Services are administrated by the Health Resources and Services Agency (HRSA)
- In 2011 HRSA developed new monitoring standards that govern all Ryan White funds and services are to be implemented and overseen
- HRSA implemented universal standards that cover broad issues of program management, program standards that address the specific of each service, and fiscal standards that address financial management issues

# Ryan White Funds: The Purpose of the Funds



- Ryan White funds are not funds to provide services to everyone with HIV/AIDS diagnosis
- **The funds provide services to individuals with HIV/AIDS that meet specific criteria guidelines**
- Ryan White programs are for individuals with HIV/AIDS diagnosis who do not have sufficient health care coverage or financial resources
- All agencies that receives Ryan White funds are required to assure that only individuals that meet the requirements receives services

# Universal Standards: Ryan White Part–B Eligibility



- “ Screening and reassessment of clients to determine eligibility as specified by PATF:
- Screening of clients to determine eligibility for Ryan White services within a predetermined timeline
- Reassessment of clients every 6 months to determine continued eligibility”
- Case manager are required to conduct a chart review and check for evidence that clients have been screened and re-assessed

# The Challenges



- Over 6,000 individuals are receiving Ryan White services
- How to screen and recertify everyone every six-month without creating barriers and laps in services
- Many individuals are not receiving services because they missing recertification documents
- Some individuals reported that they are not aware of recertification due date
- Some individuals reported that they are not aware of supporting documents that are needed for recertification
- Many individuals are not contacted by phone or mail about recertification due dates
- Many individuals do not schedule appointments for services and they walk in which resulted in long waiting periods and frustration

# Certification Parameters



- PATF must verify that individuals has had a viral load, CD4 counts, or is receiving antiretroviral therapy once a year
- Individuals who completes recertification is eligible for services that PAFT provides
- If individuals who are not certified cannot receive any form of services



# Obtained Feedback from Clients



- Some individuals reported that they would like to receive recertification notification such as:
- Letter
- Phone calls
- Information about recertification requirements
- Recertification flyer post in the lobby or food pantry

# Recertification



- The Recertification process is mandated by the Federal government and requires that clients provide specific documentations in order to be eligible for Ryan White Part-B services. Approved documentations are:
- Proof of HIV/AIDS diagnosis ( only required in the initial recertification process)
- Verification of identify
- Verification of residence
- Verification of income every six months
- Verification of any/all medical insurance
- Documentation from the client's medical provider that the client has been seen for HIV/AIDS care within the last year

# Possible Plans to improve Compliance



- A letter mail to each client a month before recertification due date (mail between the 1 to 5 of that month)
- Each client's name on the letter
- Put a copy of the letter send in the client's chart
- Each client will have 14 days to contact the case manager
- A follow-up reminder (such as phone call if the client did not respond after 14 days)
- A recertification flyer in the food pantry
- Clients should be reminded of their responsibilities during intake or recertification process
- **In order for clients to receive services such as, bus pass or food they need to schedule their recertification appointment a month before the due date**
- Encourage clients to schedule appointments
- During 90 days update review clients chart for current documents for recertification
- Continue education about recertification process
- The six-months recertification is primary to update income and proof of residency
- Case manager can schedule specific days for walk-in services

# Client P.R.I.M.E. Responsibilities



- As a direct result of the Ryan White Part B recertification requirement, PATF/ISS is informing clients of their responsibilities in order to remain eligible for services. One way is to implement a “ Client PRIME Responsibilities.” These responsibilities are the followings:
- Provide – Provide accurate and up-to-date information to case manager, such as changes in address, income, and insurance;
- Renew- Renew recertification process is semi-annually (every 6 months) with your case manager, and follow-up with your HIV/AIDS medical doctor;
- Include- Include your case manager and healthcare provider in your medical decision making process;
- Maintain- Maintain contact with your case manager, medical doctors, and Ryan White; and
- Evaluate- Evaluate your services and your health by asking questions- Don’t Assume the recertification due date or your health.
- These responsibilities were created to assist in empowerment of individuals with the recertification process, medical and medication adherence by encompassing all aspects of care into this process.

INTEGRATED  
S O C I A L  
S E R V I C E S



5913 PENN AVENUE  
PITTSBURGH, PA  
15221

July 30, 2012

Dear ,

This letter is to **remind you that your recertification due date has passed** and you will be unable to receive any services, until you complete your 6 months recertification application. In order for PATF/ISS to continue providing you with services and comply with the Ryan White Part B Federal Funding you **must** schedule an appointment. The following services have **stopped until** you complete the recertification application.

Food pantry

Legal Services

Emergency Financial Assistance (including rental and utility assistance)

Transportation (Monthly bus tickets)

Case Management

Therefore, it is very important that you ensure that your recertification application is up to date or you **will not** receive the services listed above. You **must** contact your case manager within **14 days** from the date of this letter to schedule an appointment for recertification.

You may contact the following individuals to **schedule an appointment for recertification**:

Ana Robinson 412-345-0578

Gary Sadler 412 345-0582

**The following information is needed for recertification: Lab results, verification of identify, verification of residence, verification of insurance and verification of income.**

Thank you,

Carol Martin-Mack, MPH Intern

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S O C I A L  
S E R V I C E S



5913 PENN AVENUE  
PITTSBURGH, PA  
15221

July 27, 2012

Hello, John Doe

**This letter is to inform you that it is time to complete your 6 months recertification application in order for PATF/ISS to continue providing you services and comply with the Ryan White Part B Federal Funding.** The following services will **stop** if you fail to complete the recertification process before or on the due date.

Food pantry

Legal Services

Emergency Financial Assistance (including rental and utility assistance)

Transportation (Monthly bus tickets)

Case Management

Therefore, it is very important that you ensure that your recertification application is up to date or you **will not** receive the services listed above. You **must** contact your case manager within **7 days** from the date of this letter to schedule an appointment for recertification.

You may contact the following individuals to **schedule an appointment for recertification**:

Ana Robinson 412- 345-0578

Gary Sadler 412 345-0582

**The following information is needed for recertification: Lab results, verification of identify, verification of residence, verification of insurance and verification of income.**

Thank you,

Carol Martin-Mack, MPH intern

# Healthy Life Style begins with you



- **By completing your recertification paper work every 6 months you are eligible for the following services**
- · Food pantry
- · Legal services
- · Emergency Financial Assistant ( including rental and utility assistance)
- · Transportation ( monthly bus tickets)
- · Case Management
- **Contact your case manager now and schedule an appointment**



# Individuals Responses



- Individuals responded to the reminder letters and phone calls reminding them of rectification due date
- Flyer was created for the food pantry and lobby to remind individuals about recertification
- Some individuals are more engage in the recertification process
- Some individuals are scheduling appointments and reducing walk-in
- Many individuals completed their recertification



# References



- Department of Health and Human Services (2011): Review of Ryan White Part B Funding and the Payer-of-Last Resort Requirement
- Pennsylvania Department of Health
- Pittsburgh Aids Task Force