

**Ryan White Part B Program
Policy
Client Requests**
Revised 06/2013

The Nebraska Ryan White Program has waived all requirements for subgrant entities regarding imposition of charges for services, pursuant to Section 2617(c)(4)(A) of the Ryan White Modernization Act of 2006.

The HRSA/HAB Fiscal and Program Monitoring Standards for Ryan White Part B Grantees (Monitoring Standards) will guide the oversight of Supportive Services by the NDHHS. The Monitoring Standards are attached to this document by reference. Annual fiscal and programmatic monitoring is required by regulation, both internally and by the NDHHS.
<https://careacttarget.org/category/topics/program-monitoring>

Purpose: The purpose of the Ryan White Part B Policy on client requests is to establish the process of making a request on behalf of qualified Ryan White Part B clients and identify the essential components and documentation required in requesting services.

1. Case Managers representing Ryan White Part B service providers may make Direct Emergency Assistance/Emergency Financial Assistance Requests on behalf of eligible Ryan White Part B clients.
2. Client eligibility is defined in the Ryan White Part B Policy “Client Eligibility” and is adopted from the HRSA National Monitoring Standards (see link above).
3. When a request for Direct Emergency Assistance/Emergency Financial Assistance is received from a client the following criteria are evaluated by both the client’s case manager and the Ryan White Part B Client Services Coordinator:
 - a. Client Eligibility: Is the client an eligible Ryan White Part B client?
 - b. Client Enrollment: Has client completed an intake process to include enrollment in the Provide[®] case management software system? This includes completion of all required data fields per provider agreement with the Ryan White Part B Program and informed consents between NAP and NDHHS.
 - c. Does the client have a current (or updated) service plan with all client and collateral contacts documented in client progress notes?
 - d. Is client’s verification of diagnosis and most recent lease scanned into Provide[®]?
 - d. Service Request: Is the service requested a service provided through Ryan White Part B? Services provided can be found in the Ryan White Part B Policy “Direct Emergency Assistance/Emergency Financial Assistance.”

- e. Nature of request: What is the nature of the request as it relates to a client's HIV status/condition? Clients may be required to provide documentation of need to include but not limited to; verification of income documentation, receipts, bills, or doctors' notes.
 - f. If clients fail to substantiate need in accordance with established Ryan White Part B Policies or current Ryan White Part B Policies do not allow for the direct emergency assistance/emergency financial assistance that the client is requesting, the request **should** be denied by the case manager and documented in the client's file.
 - g. If the client does not agree with the decision to deny assistance, the client may provide additional information/documentation to substantiate need, or file a grievance with the provider agency in accordance with the agency's grievance policy.
4. Process of making a request for Direct Emergency Assistance/Emergency Financial Assistance to the DHHS Ryan White Part B Program
- a. If the case manager determines the client request is appropriate, a request for Direct Emergency Assistance/Emergency Financial Assistance is completed utilizing the Provide[®] case management software system. Narrative information must include the nature of the request as it relates to client's HIV condition, any supporting information to substantiate the request, and notification of supporting documentation required in Item d. The request must also include billing information to include payee billing address and Federal Tax ID Number or Social Security Number for tax purposes.

Note: Service "to" and "from" dates are required for housing assistance and health insurance premium payment assistance.
 - b. Once completed, the request is submitted electronically to the Ryan White Part B Program for review and supporting documentation is faxed to the Ryan White Part B Client Services Coordinator. If approved, a reply through Provide[®] will be made stating as such. The Ryan White Part B Client Services Coordinator may request additional information prior to approval if deemed necessary to meet federal and program guidelines. For requests that are denied, a reply through Provide[®] stating the reason for denial will be made by the Ryan White Part B Client Services Coordinator.

Note: It is the responsibility of the case managers to review requests thoroughly prior to submission through Provide[®] as requests cannot be changed in the system after submission.

- c. The following services require supporting documentation. In situations where funding is requested so that client can make payment(s) elsewhere (i.e. rent, utilities, medical bills, etc.) ***client must submit*** documentation/proof of payment prior to assistance granted. **Approvals based upon contingencies of promised payments are not allowable.**
 - 1. **Housing Assistance:** Housing Rent Letter (Attachment 1 of Ryan White Part B Policy on Housing Assistance).
 - 2. **Utility Assistance:** Itemized utility bills from utility service provider.
 - 3. **Health Insurance Premium Assistance:** Insurance premium bill from insurance provider.
 - d. Food assistance and nutritional supplements do not require supporting documentation for the purposes of the client request, however, may require supporting documentation per contractual or subgrant agreements. Case Managers should consult their providers and Ryan White Part B policies covering these service categories.
 - e. For transportation services provided per contractual agreement between the service provider and the Ryan White Part B Program, case managers are required to complete a “service provided” in Provide[®] to include date of service, units, and cost. A “service request” is not sufficient to complete the documentation of this service.
5. Considerations to be made by the Case Manager and Ryan White Part B Client Services Coordinator regarding the amount of financial assistance for client requests.
- a. The following considerations should be made by the client’s Case Manager prior to submitting a request for financial assistance:
 - 1. Has client met or exceeded current client limits for financial assistance?
 - 2. Is the amount of the request proportionate to the client’s responsibility for the expense? Does the client have a roommate, partner, or spouse who is also responsible for a portion of rent or utility payments?
 - 3. Has the client and/or the Case Manager attempted to access all other forms of assistance through social services, or community based programs that provide the assistance the client is attempting to access?

4. Has the Case Manager had the opportunity to review supporting documentation in the form of bills or receipts to ensure accuracy, client payment, responsibility, etc. when compared to the client's request?
 5. Has the Case Manager had the opportunity to review other supporting documentation such as doctors' notes, bills or receipts which support a client's request?
 6. Are service plans and documentation updated in the Provide® system?
6. Upon receipt of a client request for direct emergency assistance/emergency financial assistance, the Ryan White Part B Client Services Coordinator or designated representative will verify the following required information is included/updated in the client's Provide file and supporting documentation has been received:
 - a. A competent client service plan initiated/updated within the last year.
 - b. Documentation of service request and narrative (case notes) outlining client interaction with Case Manager.
 - c. Updated/accurate client demographic information.
 - d. Supporting documentation is accurate and in accordance with applicable Ryan White Part B Policies.
7. Client requests for assistance will be addressed by the Ryan White Part B Client Services Coordinator within two business days of submission by a Case Manager. "Addressed" is defined as a request being approved, denied, or a request made by the Ryan White Part B Client Services Coordinator for additional information from the Case Manager submitting the request.
8. The Ryan White Part B Program Manager, Client Services Coordinator or designated representative is available to consult with Case Managers regarding client requests.
9. Policies have been developed for each service category. For further information on each service category, please review these policies.
10. In no case may CARE Act funds be used to make direct payments of cash to recipients of Direct Emergency Assistance/Emergency Financial Assistance.