Ryan White and HOPWA Service Request Process

The Case Manager (hereafter referred to as CM) submits a Service Request in Provide, which then appears in the Client Service Coordinator's (hereafter referred to as CSC) 'Needed Actions' view in Provide.

CSC prints off the request either with URN for any Ryan White requests or full name for any HOPWA requests.

Supporting documentation is sent by CM via email or fax.

CSC must review both the request and the faxed documentation for accuracy. The NAP Client Services Manager (CSM) or Compliance Supervisor will review all financial requests prior to submission to the CSC.

As required for Ryan White Requests:

- HIV Verification (if not already on file in CSC office)
- Ryan White Consent current in Provide (as well as verified current in client file at NAP)
- Ryan White Application verified current in client file at NAP
- Attachment One
- New lease anytime there is a change
- LRC
- Income Verification
- Supporting Expenses including, but not limited to; HIV related medical bills, utility bills and any related miscellaneous as needed.

As required for HOPWA Requests:

- HIV Verification (if not already on file in CSC office)
- HOPWA Consent current in Provide (as well as verified current in client file at NAP)
- Cover Sheet
- ERMA Worksheet
- New lease anytime there is a change
- LRC
- Lead/Inspection Form first request for unit
- Income Verification
- Supporting Expenses including, but not limited to; HIV related medical bills, utility bills and any related miscellaneous as needed.

The Service Request must include a 'Statement of Need' narrative, which should reflect all necessary information to thoroughly explain client's current situation and valid reason for assistance. Referrals attempted, partial contributions, client income (or lack thereof), medical adherence and any potential negative consequences stemming from denial of request should be documented. The request must include the type, amount and month of service (full month increments). Total amount owed must be indicated with any late fees noted. Vendor information must be accurate and include the name of individual landlord/owner or Service Corporation, address, FTIN/SSN and any applicable individual client account information.

Supporting documentation must be current and relevant to the request. Appropriate and most recent bills must accompany requests with either the client's name or address on record noted for service. Income documentation must be provided for client and any household members and it is presumed that others in the household will assume responsibility for their own equal portion of all bills.

CSC will review the client profile on Provide including demographic, financial, medical and benefit information and client relationships. CSC will also review the client activity on Provide including the action plan, progress logs, referrals, services provided and prior services requested.

CSC will contact the CM with any questions and will consult either the Ryan White or HOPWA Program Managers as necessary.

CSC will approve, partially approve or reject the request as deemed appropriate.

If rejected, CSC will process the denied request in Provide and send CM an email notifying of such. Approved and partially approved requests will be processed in Provide and CM will be alerted by email.

Check Requests for Ryan White requests (unless previously denoted as 'time sensitive' and requested as cut at NAP) are sent by the CSC via email to the State contracted accounting firm *Doolittle and Associates* with CM included in the email.

The check requests for HOPWA requests are sent by the CSC via email to the Compliance Supervisor, the NAP Executive Director and the CM. The check is then cut directly at NAP.

CSC does receive check numbers back from both NAP and Doolittle. These check numbers are logged and all paperwork pertaining to specific client requests is kept both electronically and in files sorted by either month (Ryan White) or client (HOPWA) in CSC office.