



Ryan White Part B COVID-19 Temporary Guidance – Effective March 30, 2020 Updated January 1, 2022

Please note: OHA's HIV Community Services (HCS) understand that federal and state guidance, as well as community needs are constantly evolving. As needs for guidance revisions arise, we will respond and notify you as quickly as possible. Information below is effective until further notice.

The Ryan White Case Management services you all continue to provide are essential, as is the support you need from HCS. Please reach out to OHA's [HIV Community Services Coordinator, LC Camerato](#), as needs, concerns, or questions develop.

Intake, Eligibility Review, Forms and Assessments

The Part B Case Management agency will still need to complete the required Intake and Eligibility review forms. The following documentation will be accepted:

Initial Intake

- **HIV Verification:** No changes. We still require HIV Verification per program [Standards](#). Contact [LC](#) if you face barriers to obtaining this documentation.
- **Income & Residency:** If no income/residency documentation is available at the time of Intake, the No Income and/or Homeless or Residency affidavit forms are acceptable. Documentation sent electronically (email, e-Sign, text document) are always acceptable, per your agency's policies. *At Annual Update/Eligibility Review, client will need to submit documentation of eligibility retroactive to date of intake.*
- **Release of Information:** Requires client signature. Electronic signature accepted; otherwise, form must be emailed/mailed and returned. In instances where this poses an insurmountable barrier, consult with your agency leadership. [LC](#) is available to supervisors for further consult.
- **Other Forms requiring client signature:** IC/CC/CM may sign on client's behalf, noting client agreement over the phone or email.

Annual Eligibility Review:

- CAREAssist clients: print CEV and complete the eligibility process as you normally do. Eligibility for Ryan White services will continue to follow CEVs during this period.
- Non-CAREAssist clients: same as Intake guidance for income/residency/forms
- ALL clients: *At next eligibility review, client will need to submit documentation of eligibility retroactive to date of current review, to document no gaps in eligibility.*



Nursing Assessments and Psychosocial Screenings

OHA is waiving the requirement for face-to-face Assessments and Screenings with clients. These may occur on the phone or virtually, per your agency's COVID/emergency response plans. OHA highly recommends that face-to-face check ins with clients take place after the COVID-19 mandates for social distancing have been lifted. At that time, the nurse and case manager should evaluate need and appropriateness on a case-by-case basis. Documentation in the case note template should reflect, "Due to COVID-19, OHA has given permission for this form to be completed on the phone with the client and not in person. Reference Care Plan for upcoming plans". Acuity contact requirements will continue as per Standards; however, agency leadership is encouraged to contact the HIV Community Services Coordinator if there are concerns about staffing capacity.

OHA is waiving the requirement for Nursing Assessments and Psychological Screenings for Acuity 1 and 2 clients every three years. All other requirements for low-acuity clients, including annual eligibility review and Care Plan updates should follow guidance in the [Standards](#).

Case Management Case Closure for Clients Lost to Follow-up

Current program [Standards](#) state: If the case is being closed because the client has been unresponsive **for more than 60 days**, the Case Manager/CC will make a minimum of 6 attempts to contact the client, and a minimum of 4 different communication methods used.

Due to barriers clients may face in communicating with Case Managers and Care Coordinators during this time, cases should not be closed or considered lost to follow-up until they are responsive **for more than 120 days**. As always, number of attempts and methods of communication must be documented in the Lost to Follow-up case note template.

CAREWare

The Part B Case Management agency will continue to complete all necessary CAREWare documentation and updates.

Use case note templates to note which documentation must be collected at next eligibility review, and phone/virtual assessments and screenings, per guidance above. For high acuity clients, include your follow-up plan on the client's Care Plan.

Please let [Laura Yantz](#) know if you have any trouble accessing or entering data in CAREWare.

Reminder: Agencies may elect to exceed service caps for critical Ryan White services including, but not limited to, food cards, transportation assistance, medication assistance and EFA. Consult the [Support Services Guide](#) or [DeAnna Kreidler](#) with questions about documentation.