



Ryan White Part B COVID-19 Temporary Guidance – Effective March 30, 2020 Updated November 23, 2020

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 6-month 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.

Six-Month 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.*

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.

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.

Stimulus Payments

COVID-related stimulus payments are not counted as income for Ryan White purposes. This includes one-time stimulus checks of up to \$1200 for individuals, and the weekly federal unemployment enhancement of up to \$600 weekly. Regular unemployment benefits must be counted as income.

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:

CARES Act Funds

HRSA has awarded Oregon's Part B program **\$166,220** in supplemental funding to **prevent, prepare and respond to COVID-19 in Oregon**. This funding is part of the Coronavirus Aid, Relief and Economic Security (CARES) Act. OHA used the approved CLHO formula to allocate and distribute funds across all Part B Case Management agencies.

Allowable services (contingent upon provider accepting funds) include the following. Additional examples can be found [here](#) and on the [COVID-19 FAQ webpage](#).

- COVID-related Supplies
 - Examples: Personal Protective Equipment (PPE) such as gloves or face coverings; cleaning supplies
 - These are for agency use only; COVID-related client supplies must be charged to appropriate EFA in CAREWare
- COVID-related Equipment
 - Examples: laptops or other IT items necessary to set staff up to telework
- COVID-related Emergency Financial Assistance (EFA)
 - Examples: EFA – Other may include tents, sleeping bags and tarps;
 - EFA – Utilities may include mobile technology such as:
 - pre-paid cell phones
 - Tablets
 - laptops
 - connectivity costs (e.g., data plans, phone cards).
 - These include all subcategories listed in the [Support Services Guide](#) and must be entered as COVID EFA in CAREWare.
 - More information on these services can be found on our [website](#) in the updated Quick Guides.
- Administrative Costs (not to exceed 10% of above categories)
 - Mobile technology and related costs for members of RWHAP planning councils and planning bodies, or other advisory groups, as needed to participate in activities with recipients.

OHOP's Hotel/Motel Assistance for COVID Response

Oregon Housing Opportunities in Partnership (OHOP) is providing relocation and temporary lodging services through hotel/motel stays or short-term rentals for COVID response. This assistance is for isolation, quarantine and/ or short-term stabilization to support the health of a person living with HIV who is vulnerable to or has been impacted by COVID-19.

- Clients may be referred to this service by their Ryan White Provider or OHOP Housing Coordinator (HC) using the **Hotel/Motel Client Referral** posted [here](#).



- Please thoroughly respond to the prompt in the middle of the referral form:
Explain client's vulnerability to COVID-19 and urgent need to stabilize health and wellness. As this program is CARES Act-funded, we must have justification that funds are being used to prepare, prevent and respond to COVID-19.
- This program is intended to complement, rather than replace, existing Housing Assistance or EFA provided by Ryan White Part B programs.
- Clients who are ineligible for referral to OHOP rental subsidy assistance due to program termination will also be ineligible for hotel/motel assistance through OHOP.