



# FY 2024 Service Standards Bergen-Passaic TGA

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## **SERVICE STANDARDS**

### **Section I: Universal Standards**

#### **1.0 Who Can Get Help from the Ryan White HIV/AIDS Program**

The Ryan White HIV/AIDS Program (RWHAP) is here to assist specific people who meet certain criteria. To qualify for this program, you need to meet these conditions:

1. You, your spouse/partner, or your legal guardian have been told by a doctor that you have HIV, and you live in the City of Paterson, Passaic County, or Bergen County, New Jersey.
2. If someone has been legally appointed by a court to make medical decisions for you, that person can also get help from RWHAP. You must show the right documents to prove this.
3. Your family's income is at or below a certain level (500% of the federal poverty level).
4. You don't have insurance or the insurance you have doesn't cover all your medical needs.

It's important to remember that you have to keep meeting these requirements to keep getting help from RWHAP. Every year, they'll check if you still live in the right place, if your income is still low enough, and if you still don't have enough insurance. RWHAP will only pay for things that your other insurance doesn't cover.

During the yearly check, they will also see if you have other sources of insurance available. Also, the organizations that provide services to you will need to get recent lab results for your CD4 and viral load tests during these checks and keep a record of these results in your chart. They'll also document this in a system called eCOMPAS.

#### **2.0 Client Rights and Responsibilities**

When you come to us for help, we promise to treat you fairly, no matter your HIV infection, race, age, gender identity, or who you love. People who work with us will give you a document that tells you what you can expect and what you should do. We'll make sure you understand it.

#### **3.0 Clients' Charts, Privacy, and Confidentiality**

The people who help you must keep your information secret and safe. They write down what happens when you visit and make sure it's all done correctly. Your info stays safe on computers and paper, and they keep it for a long time.

#### **4.0 Cultural and Linguistic Competency**

The folks who help you need to understand and respect different cultures and languages. You can learn more about it at this website: <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53>.

### **5.0 Personnel (\*NEWLY ADDED)**

Every person who works here must know what their job is. They get training and help to do it well. If they're doctors or nurses, they need to have the right licenses. They also get someone to supervise them.

### **6.0 Client Grievance Process**

If you have a problem or think we did something wrong, we have a plan to fix it fairly. We'll tell you how to use it, and we won't treat you differently.

### **7.0 Case Closure Protocol**

When we finish helping you, we'll write down why in your file. If you want to get help somewhere else, we'll help you move there. We respect your choice.

## **Section II: Core Medical Services**

HRSA Definition: Essential, direct, health care services for HIV care. Recipient/sub-recipient expenditures are limited to core medical services, support services, and administrative expenses.

### **EARLY INTERVENTION SPECIALIST**

#### **SERVICE CATEGORY DEFINITION**

The RWHAP legislation defines EIS for Parts A, B, and C. See § 2651 (e) of the Public Health Service Act. They are a mix of different things, not just one service. People who get RWHAP funds for EIS need to know how to use the money for these services.

- EIS services have three important parts:
  - HIV testing: This helps people find out if they have HIV. If they do, they get help to find treatment. People who give this test need to work with other HIV testing programs to avoid doing the same test twice on the same person. They can't use EIS money for tests from other places.
  - Referral services: This helps people with HIV find the care and treatment they need.
  - Making it easy for people to connect with HIV care and treatment services, like clinics and educational programs.

### **HEALTH INSURANCE PREMIUM/COST SHARING ASSISTANCE**

#### **SERVICE CATEGORY DEFINITION**

This is a program that helps people with HIV pay for their health insurance. It can also help with dental insurance and some medical expenses.

- It pays health insurance premiums to provide full HIV outpatient care and pharmacy benefits for eligible clients.
- It pays for dental insurance so people can get oral health care.
- It helps with the costs people have to pay when they get medical help.

To use HRSA RWHAP funds for helping with health insurance or dental insurance, there are some rules to follow.

#### **For Health Insurance:**

- The person must have health insurance that covers at least one type of medicine and the right medical services for HIV treatment, as recommended by the government guidelines.
- It must be cheaper for us to help with the insurance cost than to pay for all the medicines and medical services separately.

**For Dental Insurance:**

- We need to compare the cost of dental insurance to the cost of paying for dental care for HIV.
- If it's cheaper to get dental insurance, then we can use the funds for that.

**Overall Program Guidance:**

- Parts A, B, C, and D of HRSA RWHAP can think about giving funds to their state program that helps with insurance and medical costs, especially if that program can manage the payments well.
- It's important that these services are both cost-effective and fair, and they should be provided if there are enough resources.

**MEDICAL CASE MANAGEMENT****SERVICE CATEGORY DEFINITION**

Medical Case Management is a service that helps people with HIV stay healthy. It's like having a team of healthcare experts who create a special plan just for you. This plan includes figuring out what you need, setting up medical care, and keeping an eye on how well the plan is working. They can also help you get into other programs, like Medicaid or health insurance.

Here's what they do:

- They figure out what you need,
- They create a plan just for you,
- They help you get the right medical care and support and,
- They keep checking to see if the plan is working well for you.

They can also help you get into other programs that you might qualify for, like Medicaid or certain health insurance.

## **MENTAL HEALTH SERVICES**

### **SERVICE CATEGORY DEFINITION**

Mental Health Services are about helping people with HIV who may be feeling sad, stressed, or having a tough time. It's done by licensed experts like psychiatrists, psychologists, or licensed clinical social workers. They follow a plan, which might include talking one-on-one or in a group.

Here's what they do:

- They help people who are going through tough times.
- The experts have licenses, which means they're qualified.
- They follow a plan, and you might talk to them alone or in a group.

## **OUTPATIENT/AMBULATORY HEALTH SERVICES**

### **SERVICE CATEGORY DEFINITION**

Outpatient/Ambulatory Health Services means getting medical help without staying in the hospital overnight. You go to a clinic or a doctor's office instead. Licensed healthcare experts take care of you there. They do things like check your medical history, give you physical exams, run tests, and treat your health issues. They can also talk to you about how to stay healthy and refer you to specialists if needed.

Here's what they can do:

- Learn about your medical history.
- Give you a check-up.
- Run tests, including HIV tests.
- Treat your physical and mental health problems.
- Talk to you about how to stay safe.
- Help with preventive care and screening.
- Look after kids' health and development.
- Prescribe and manage your medicine.
- Make sure you take your medicine as directed.
- Teach you about health and how to prevent problems.
- Send you to specialists if you need extra care.

Non-HIV related visits to urgent care are not allowed within this service category.

**IMPORTANT:** Visits to urgent care facilities and the emergency room are not paid using Ryan White funding.

## ORAL HEALTH CARE

### SERVICE CATEGORY DEFINITION

Oral Health Care means taking care of your teeth and mouth. It's done by dental experts like dentists, dental hygienists, and dental assistants. They help keep your mouth healthy by doing things like regular check-ups, cleanings, fixing cavities, pulling out bad teeth, and other dental work.

## SUBSTANCE ABUSE OUTPATIENT

### SERVICE CATEGORY DEFINITION

Substance Abuse Outpatient Care means helping people who have problems with drugs or alcohol. But instead of staying in a hospital, they get help as outpatients, which means they visit for their treatment.

Here's what they do:

- They check if someone has a drug or alcohol problem, also called screening.
- They figure out or assess the issue and what kind of treatment is needed.
- They diagnose and/or give treatment for drug or alcohol problems, including things like getting ready for recovery, finding ways to reduce harm, counseling to help with the problem, using medication, and preventing a return to drug or alcohol use.

**Important to know:** Occasionally, they may incorporate acupuncture into the treatment plan. Additionally, while not funded as part of this initiative, it is a key component, and you should ask your service provider. They offer services related to syringes, but this is contingent upon adherence to government regulations, such as laws and health department instructions, referring to syringe access. There may be a needle exchange program in your area; talk to your service provider.



### **Section III: Support Services**

Support Services are services that help people with HIV stay healthy, but they aren't the same as medical or behavioral health services. These services can include things like helping with case management, giving rides to medical appointments, finding housing, providing good food, offering legal help, and more. They're meant to help people overcome challenges in getting and sticking to their medical care and treatment. The money spent on these services should only be used for important medical services, support services, and administrative costs, as set out in the funding rules and regulations.

#### **FOOD BANK/HOME DELIVERED MEALS**

##### **SERVICE CATEGORY DEFINITION**

Food Bank/Home Delivered Meals is about getting food to people with HIV. This can be actual food, hot meals, or a voucher to buy food. They can also provide important things like soap, cleaning supplies, and water filters in places where the water isn't safe to drink.

**Important to know:** They don't use the money for things like household appliances, pet foods or other non-important products.

#### **HEALTH EDUCATION/RISK REDUCTION**

##### **SERVICE CATEGORY DEFINITION**

Health Education/Risk Reduction is about teaching people how to stay healthy and make good choices. They cover topics like eating right, staying active, managing stress, and practicing safe sex. The goal is to help people make smart choices about their health and reduce the risk of spreading HIV. These lessons can be given one-on-one or in groups, in places like clinics, community centers, or outreach programs.

Some topics they may also talk about:

- Ways to reduce the risk of HIV transmission, like using PrEP and treatment.
- How to get health insurance, like through the Marketplace, Medicaid, or Medicare.
- Understanding health information.
- Making sure people take their medicine as needed.

**Remember:** Health Education/Risk Reduction is not done anonymously, meaning they know who they are helping.

## LEGAL SERVICES

### SERVICE CATEGORY DEFINITION

Legal Services are when professionals like lawyers help people with HIV deal with legal issues related to their disease. This can involve problems like discrimination, keeping their health information private, planning for the future, and more. They might assist with things like getting government benefits, making sure people get the benefits they deserve, or preparing important legal documents like healthcare power of attorney, durable powers of attorney, and living wills.

**But it is important to remember:** These legal services don't cover things like criminal defense or lawsuits that aren't about getting the services needed to treat HIV.

## MEDICAL TRANSPORTATION

### SERVICE CATEGORY DEFINITION

Medical Transportation means giving rides to people with HIV so they can go to their medical appointments and get the care they need. They can take buses, taxis, vans, or other ways to make sure they don't miss their doctor's appointments.

How they can provide transportation:

- They can have agreements with transportation providers.
- Sometimes, they reimburse clients for the miles they travel to get to medical or support services, but it can't cost more than what the government sets as the maximum rates (they follow the Federal Joint Travel Regulations for this).
- They can buy or lease vehicles for their transportation programs if they get approval first.
- They can use volunteer drivers, but they must have insurance and deal with liability issues.
- They can also use vouchers or tokens for transportation.

**Important to know:** They can't give money to clients directly or pay for things like car maintenance, repairs, tires, or any other car expenses.

## **NON-MEDICAL CASE MANAGEMENT**

### **SERVICE CATEGORY DEFINITION**

Non-Medical Case Management is about helping people with HIV get the care they need. A case manager works with the person to make a plan for their issues. They give support, speak up for the person, and check if they are getting the care they need. This is different from Medical Case Management, which is done by a team of healthcare experts.

They can have meetings in person, over the phone, through video chats, or any way that works.

Here's what they do:

- First, they see what the person needs.
- They make a plan that's just for that person.
- They make sure the person gets the right medical care and support.
- They keep checking to see if the plan is working.
- They review the plan every 6 months and make changes if needed.
- They also keep an eye on the person's family and other support they might need.

## **PSYCHOSOCIAL SUPPORT SERVICES**

### **SERVICE CATEGORY DEFINITION**

Psychosocial Support Services are there to give emotional and psychological help to people with HIV. Experts like counselors or social workers provide this help. They can talk one-on-one or in groups. The goal is to make sure the person feels better, both mentally and physically.

They can provide services like:

- Talking to someone who's lost a loved one.
- Supporting caregivers, especially in HRSA RWHAP Part D.
- Helping children who might be going through a tough time.
- Hosting HIV support groups.
- Giving advice on nutrition, but not from registered dietitians (those services are covered under Medical Nutrition Therapy Services).
- Offering pastoral care and counseling.

**Important to remember:** Pastoral counseling should be available to everyone, no matter their religious beliefs. HRSA RWHAP funds can't be used for fun activities or paying for a person's gym membership.