

MEMORANDUM

TO: Part B/General Revenue Providers

FROM: Heart of Florida United Way, Area 7 Lead Agency *YA*

DATE: October 25, 2022

SUBJECT: Provider Choice & Coordination of Services

RWHAP Part B and General Revenue funding is available to individuals who have been diagnosed with HIV, reside in the State of Florida, and have a combined family income below 400% of the Federal Poverty Level (FPL). Services available to eligible PWH under the RWHAP Part B program include all covered services that relate to HIV diagnosis and care and that are provided by participating Part B providers. The Orlando EMA Part A Recipient and Area 7 Lead Agency is responsible for ensuring that Service Standards are implemented through the service system.

To facilitate care coordination across the five-county area, the RWHAP Part A and Part B programs have adopted uniform standards of care. The objectives of the [System Wide Service Standards](#) are to help achieve the goals of each service category by ensuring that programs:

- Have policies and procedures in place to protect clients' rights and ensure quality of care
- Provide clients with access to the highest quality services through experienced, trained and, when appropriate, credentialed staff
- Provide services that are culturally and linguistically appropriate
- Meet federal, state, and local requirements regarding safety, sanitation, access, public health, and infection control
- Guarantee client confidentiality, protect client autonomy, and ensure a fair process of grievance review and advocacy
- Comprehensively inform clients of services, establish client eligibility, and collect client information through an intake process
- Effectively assess client needs and encourage informed and active client participation
- Address client needs effectively through coordination of care with appropriate subrecipients and referrals to needed services
- Are accessible to all people with HIV in the Orlando Service Area (Brevard, Lake, Orange, Osceola and Seminole)

Eligible clients have the right to choose the provider and the type of services and care required within the scope of clinical responsibility.

This includes case management, core medical, and wraparound support services. To best ensure the continuity of care, clients shall be offered the option to enroll in case management services at the agency providing outpatient medical care, where funding allows. However, this is not a requirement. Services should not be denied to a client who elects to enroll in case management services with a different provider or transfers to a different case management provider.



To the extent possible, clients should be referred to RWHAP Part A or Part B providers within the Orlando Service Area. The Heart of Florida United Way purchase order remittance process offers clients some flexibility to access services throughout the area, based on client need, eligibility, service availability, and provider policies. Payment for eligible services should be coordinated across all funding streams in accordance with Ryan White payer of last resort requirements.

Case management providers are responsible for establishing their local policies and processes for ensuring that services are accessible, available, and appropriate for the client seeking care. Case managers are responsible for adhering to an established and timely referral process and for ensuring that clients are aware of their rights and responsibilities. Case managers are encouraged to provide eligible clients with information and assist clients in selecting appropriate health insurance for their needs.

Questions regarding this policy clarification should be directed to Lead Agency staff at Heart of Florida United Way.