

Part B Network FAQs – June 28, 2023

Proof of HIV Documentation

Q: Is a positive HIV 1 antibody result acceptable for proof of HIV?

A: Yes. Acceptable documentation for proof of HIV is:

- HIV antibody or combination antigen/antibody reactive test followed by a subsequent test below:
 - Reactive immunofluorescence assay
 - Reactive HIV-1/2 antibody differentiating immunoassay
- Positive qualitative HIV RNA nucleic acid test (NAT)
- Quantitative HIV NAT (viral load)
- HIV-1 p24 antigen-only test
- HIV-1 indirect fluorescent antibody
- HIV isolation (viral culture)
- HIV nucleotide sequence (genotype)
- Western blot

Reference: [Florida HIV Patient Care Eligibility Manual](#)

Income Documentation

Q: If a CM is working on the Social Security award letter outside of that 30 day window how would the service be documented since it wouldn't be eligible to document under eligibility?

A: As long as the client is not expired, any activity related to eligibility determination is an allowable activity using the NMCM CAREWare codes. This includes, but is not limited to, assisting with collection of documents (either with the client or on the case manager's own time), scheduling or rescheduling eligibility appointments, and reminder calls.

Proof of Living in Florida

Q: If client has been recently released from prison/jail and has no documentation or an ID, how do we document their eligibility?

A: If the client is not making any income, you may document zero income using the Zero Income Affidavit. The Corrections offender search website photo print out is acceptable proof of living in Florida and Photo ID. Please refer client to <https://idignity.org/> for assistance in getting an ID card. Proof of HIV can be validated by requesting labs from a previous provider or drawing new labs.

Reference: [Florida HIV Patient Care Eligibility Manual](#)

Determining Household Size

Q: What about adoption?

A: Adopted children are considered legal dependents and the client should be able to provide legal documentation in lieu of birth certificates. This would also apply to the adoption of a legal adult.

Q: Would documentation of temporary guardianship be approved?

A: For dependent(s), birth certificate or guardianship documentation (must be an eligible dependent who will be claimed in the current tax year) is allowable as proof of household size.

Reference: [Florida HIV Patient Care Eligibility Manual](#)

Q: So what if there is a situation that comes to us where someone is newly diagnosed but married in another states with no proof on hand (would have to order through local clerk of court) and no recent taxes available because they haven't filed for whatever reason - would this mean we cannot make them eligible meaning they wouldn't be able to get into care?

A: Household size should be documented using any of the following:

- United States Individual Income Tax Return (Form 1040).
- Marriage certificate (if recently married and not eligible to file taxes jointly in most recent tax year). This document provides the name of the applicant and spouse, who are both counted as members of the total household size.
- For dependent(s), birth certificate or guardianship documentation (must be an eligible dependent who will be claimed in the current tax year).

Please review the [Filing Requirements](#) from the IRS website to determine if the client is below the threshold for filing a tax return. If extenuating circumstances are preventing the collection of these documents, please reach out to the Lead Agency for assistance.

The client would not be eligible for Ryan White services without the appropriate documentation.

Q: What if they [client] have a child in the home that is 18 and still in school?

A: Please request tax return documentation for the most recent tax year to confirm the child is an eligible dependent. A simple test is asking whether they claim the adult child on their taxes. Do they work and have their own income? The IRS has estimators on their website to determine if a child who is not a minor is considered a dependent.

Q: Would a notarized letter for guardianship be okay? There are in some cases where it is just a notarized paper.

A: The letter of guardianship documentation should be signed by the authorized notary associated with the Clerk or Deputy Clerk of Courts.

Q: What if they [client] don't file taxes?

A: Please review the [Filing Requirements](#) from the IRS website to determine if the client is below the threshold for filing a tax return. If extenuating circumstances are preventing the collection of these documents, please reach out to the Lead Agency for assistance.

Q: If the child is in DCF care, would a letter from DCF be acceptable proof?

A: A letter from DCF showing the child is retained in their custody would mean the child is not presently part of the client's household. However, counting as part of the household for eligibility purposes depends on how long the child remains in DCF custody. If the client retains custody for more than half the year, the client can claim the child as a dependent and therefore the child is counted as part of the household. If the child is under DCF care for more than half the year, then the child cannot be claimed by the client.

Food Bank & Home-Delivered Meals

Q: My client is upset about the changes to food card eligibility. What do I tell them?

A: The principal intent of the RWHAP statute is to provide services to PLWH. When setting and implementing priorities for the allocation of funds, recipients, Part A Planning Councils, community planning bodies, and Part B funded consortia may optionally define eligibility for certain services more precisely, but they may NOT broaden the definition of who is eligible for services.

HRSA RWHAP funds may not be used to make cash payments to intended clients of HRSA RWHAP-funded services. Where direct provision of the service is not possible or effective, store gift cards, vouchers, coupons, or tickets that can be exchanged for a specific service or commodity (e.g., food or transportation) must be used.

Our program must administer voucher and store gift card in a manner which assures that vouchers and store gift cards cannot be exchanged for cash or used for anything other than the allowable goods or services, and that systems are in place to account for disbursed vouchers and store gift cards. Store gift cards that can be redeemed at one merchant or an affiliated group of merchants for specific goods or services that further the goals and objectives of the HRSA RWHAP are allowable as incentives for eligible program participants.

Case managers should discuss these guidelines with clients and continue to link them to other eligible resources where eligibility is limited by the current service standard.

Q: What timeline can we expect for receiving an approval or denial from SNAP?

A: An initial screening for SNAP may be accessed from My Access Florida within minutes. Case managers should assist clients with applications for SNAP benefits where appropriate. This processing time may vary by area and clients may experience a delay. During this time, clients are eligible for food pantry assistance.

Q: What about things like cold or over the counter medications?

A: Other service category lines may be available to cover these items, depending on need. Supermarket gift cards should not be used to pay for these items as specified in the Food

Rights & Responsibilities list of unallowable items. The client may opt to purchase these items using their own funds and use the gift card for allowable food and personal hygiene.

Reference: [Food Bank & Home-Delivered Meals Service Standard](#)

Q: Is there a limit to how much the client can be receiving in SNAP benefits to not be considered for the food card?

A: A benefits threshold is not defined. Case managers should complete the food insecurity assessment included on the distribution form and work with their supervisor to determine if the benefit amount is insufficient and eligible for an override. A copy of the SNAP benefit amount must be included with the distribution form.

Q: Could SNAP eligibility change monthly? Income changes: waitstaff, etc. that has fluctuating income?

A: SNAP eligibility is dependent on the client's household earning income totaling less than 200% FPL monthly. If the client's income increases to over that level, the client may be at risk for losing SNAP benefits. Access Florida will notify the client if this occurs.

Q: What about if they have no income, but receive SNAP? Can the client use the card for Hygiene?

A: An override may be approved on a case-by-case basis. CM supervisors should reach out to the Lead Agency for assistance.

Q: Would handwriting the whole card number be acceptable on the supermarket gift card form?

A: No, the card should be scanned in to protect against typos or errors.

Q: What backup is required for food card billing?

A: On a monthly basis, please submit:

1. a copy of the signed Supermarket Gift Card Distribution Form for each distribution with the receipt attached as backup,
2. a copy of SNAP denial or proof of the benefit amount for clients approved for an override, and
3. an itemized proof of purchase for the gift cards showing the individual card numbers and check/payment stub.

Clients receiving supermarket gift cards should have a signed copy of the Food Bank Rights & Responsibilities form uploaded to CAREWare for each distribution.

Reference: [Food Bank & Home-Delivered Meals Service Standard](#)