

## Emergency Financial Assistance [\(EFA\)](#)

**Health Resources & Services Administration (HRSA) Definition:** Emergency Financial Assistance (EFA) provides limited one-time or short-term payments to assist the Ryan White HIV/AIDS Program (RWHAP) client with an emergent need for paying for essential utilities, housing, food (including groceries, and food vouchers), transportation and medication. Emergency Financial Assistance can occur as a direct payment to an agency or through a voucher program.

**Note:** Direct cash payments to clients are not permitted.

It is expected that all other sources of funding in the community for emergency financial assistance will be effectively used and that any allocation of RWHAP funds for these purposes will be as the payer of last resort, and for limited amounts, uses, and periods of time. Continuous provision of an allowable service to a client should not be funded through emergency financial assistance.

**Note: EFA Services in the Orlando Service Area shall include medication services only.**

**Eligibility:**

Clients accessing Emergency Financial Assistance Services shall meet the eligibility standards as described in the System Wide Standards of Care.

### 1.0 Scope of Service

EFA requests shall be initiated by Referral Specialists (RS) and Medical Case Managers (MCM) and shall ensure clients do not experience gaps in medications.

### 1.0 Scope of Service

| Standards |   | Measures |  |
|-----------|---|----------|--|
| 1.1       | Clients requesting EFA services shall be assessed to determine the cause of the medication gap. | 1.1      | Documentation of assessment including the cause of possible medication gap documented in |

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RWHAP Orlando Service Area  
Service Standards

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Approved: 12/07/2016

Revised: ~~05/29/1906/06/24~~

|   |  |
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|   | approved Electronic Database Management System.  |
| 1.2 RS/MCM shall ensure using EFA is the payer of last resort.  | 1.2 Documentation of the unavailability of other resources in Electronic Database Management System notes.   |
| 1.3 RS/MCM shall complete the approved <del>Ryan White</del> Temporary Assistance Request (TAR) form and submit to the <del>Ryan White</del> RWHAP Part A Recipient, <del>or Part B Lead Agency</del> .<br><br><u>The RWHAP Part B Lead Agency does not utilize the RW Temporary Assistance Request form. The Part B Lead Agency follows an internal billing process.</u> | 1.3 <u>For RWHAP Part A: Completed TAR form uploaded to Electronic Database Management System.</u><br><br><u>For RWHAP Part B: Lead Agency staff will review documentation to ensure payor of last resort.</u> |
| 1.4 RS/MCM shall follow up with clients to ensure that the barrier(s) to accessing medications through alternative sources have been resolved.  | 1.4 Documentation in Electronic Database Management System.  |
| 1.5 The <del>Ryan White</del> RWHAP Part A Recipient <del>or Part B Lead Agency</del> shall review and complete all EFA requests within 48 business hours.<br><br><u>Note: The Part B Lead Agency does not receive EFA requests through Ryan White Temporary Assistance Request forms.</u>  | 1.5 Approved <u>TAR</u> form uploaded in Electronic Database Management System <u>for the RWHAP Part A Recipient.</u>  |
| 1.6 The <del>Ryan White</del> RWHAP Part A Recipient or Part B Lead Agency staff shall contact the RS/MCM <u>via email</u> to notify of approval, denial or pending EFA.  | 1.6 Documentation of reason for denial or pending status and RS/MCM contact in Electronic Database Management System.  |
| 1.7 A separate completed Temporary Assistance Request form shall be completed for each EFA access.  | 1.7 Separate dated forms in Electronic Database Management System.   |

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1.8 EFA services per client shall not exceed six (6) months within a fiscal year unless authorized by the RWHAP Ryan White Part A Recipient or Part B Lead Agency's Office.

1.8 Dated forms in Electronic Database Management System does not exceed six (6) months within a fiscal year without Recipient or Lead Agency's Office authorization.

If EFA assistance exceeds six (6) months within a fiscal year, then documentation of approval shall be made in the Electronic Data Management System.

**Commented [MA1]:** How does the authorization take place? This should be included.