



**NEVADA RYAN WHITE PARTS ABCD  
COMMON GUIDANCE DOCUMENT  
GUIDANCE FOR TEMPORARY POLICY CHANGES  
TO ELIGIBILITY REQUIREMENTS DUE TO COVID-19**

**I. Introduction**

In an effort to limit exposure and minimize the spread of COVID-19 among employees, subrecipient Non-Medical/Medical Case Managers and Ryan White All Parts (A, B, C & D) clients; Ryan White A & B Recipients identified and defined appropriate measures to allow our subrecipients to properly provide ongoing access to HIV core medical and support services.

**II. Policy Change**

In response to the COVID-19 public health emergency, the Ryan White Part A & B Programs will be suspending its current universal documentation requirements and modify the processes for eligibility to allow flexibility for social distancing and/or isolation to protect the health of Ryan White clients, subrecipients and service providers.

**A. Non-Medical/Medical Case Management Process**

1. Client Interviews:

All eligibility and recertification appointments may be done through phone or other digital/video means. Subrecipient/agency will ensure that these means are secured and meet all HIPAA standards as well as 42 CFR, Part 2 for agencies to which this applies. (Example: if interviews are being completed from home Non-Medical/Medical Case Managers must ensure workspace is secure and not available to others)

2. Back-Up Documentation

Ryan White Part A & B Programs will accept all documentation relating to income and residency that is digitally provided (i.e. fax, scan or photo) and/or securely emailed. Subrecipient Agency will ensure that these means meet all HIPAA standards and 42 CFR Part 2 as applicable. (Example: a Non-Medical/Medical Case Managers could send a client a secured email allowing them the opportunity to respond on that email ensuring that all information is secured).

3. Client Signatures:

- a. Electronic Signatures are acceptable.
- b. Non-Medical/Medical Case Managers will be allowed to “sign on behalf of the client”. Non-Medical/Medical Case Managers will do so in the following manner:



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- i. Non-Medical/Medical Case Managers would print the following words “Signing On Behalf of the Client” in the client signature section and will then sign and date their name.
- ii. Non-Medical/Medical Case Managers will annotate “Signed on Behalf of the Client” at the beginning of the CAREWare eligibility service note.
- iii. Non-Medical/Medical Case Managers will then mail the client a Release of Information (ROI) for their signature. This will be accompanied with a return addressed stamped envelope. This will not impact the client’s eligibility start date.

**B. Minimum Universal Document Requirements**

1. Brand New Client Application
  - a. Income – Self-Attestation
  - b. Residency – Self-Attestation
  - c. Proof of Diagnosis – At minimum Lab Data that has shown viral suppression.
2. Annual Certification
  - a. Income – Self-Attestation
  - b. Residency – Self-Attestation
  - c. Proof of Diagnosis- If not already in file, at minimum Lab Data that has shown viral suppression.
3. Six-month Recertification
  - a. Income – Self-Attestation
  - b. Residency – Self-Attestation

**C. Missing Documentation**

1. When possible continue to obtain income and residency documentation, but if client is unable to provide that information refer to B1-B3 (above).
2. Non-Medical/Medical Case Managers must follow up with client(s) within three (3) days to assist them in acquiring missing documentation.
3. All incomplete applications must have a final determination within 14 days of the client requesting services.



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4. Self-Attestation cannot replace Proof of Diagnosis, at a minimum lab data that has shown viral suppression.

During this trying time all Ryan White subrecipients are encouraged to assist client(s) in every way possible to ensure client(s) have continued access to Ryan White Core and Support Services or any other payer source. Ryan White will continue to be the Payer of Last Resort, this is applicable to Nevada Medication Assistance Program (NMAP), also known as ADAP. While the documenting requirements have been relaxed the overall criteria for both Ryan White and NMAP remains the same.