Orange County Ryan White Services

Program Eligibility Frequently Asked Questions-For Clients

The following document provides information about changes to the eligibility process for HIV services effective January 1, 2014. Clients will be screened at only one location for eligibility. Ryan White is a payer of last resort. If you have public or private insurance, you may not be eligible to receive some Ryan White services. The questions and answers below are provided based on information known as of June 23, 2014.

1. **What services are covered by the Ryan White eligibility screening?**
    The following services are covered:
    - Medical Care from 17th Street Care
    - Emergency Financial Assistance (EFA) for Medications/Health Insurance Premium & Cost Sharing from ASF
    - Oral Health Care from 17th Street, AltaMed, Dr. Garcia (Laguna Beach), and Bristol Family Dental or Alicia Plaza Dental (Dr. Begino)
    - Case Management services from 17th Street Care, ASF, Delhi, Shanti, and REACH
    - Benefits Counseling from ASF
    - Mental Health services from APAIT, ASF, and Shanti
    - Housing services (EFA[1], Transitional Housing[1], Housing Coordination) from APAIT and ASF
    - Home Health Care from ASF
    - Food Bank from ASF
    - Home Delivered Meals from Shanti
    - Nutritional Supplements from ASF
    - Medical Transportation from ASF and REACH
    - Substance Abuse Services (Detox) [1] from REACH
    - Legal services from Public Law Center

2. **What services are not covered?**
    The following are examples of services NOT covered by Ryan White eligibility:
    - Shelter Plus Care housing services
    - Tenant-based Rental Assistance Program (RAP)
    - Insurance Assistance Programs (for example: CalOptima Health Insurance Premium Payment Program (HIPP), Office of AIDS- Health Insurance Premium Payment Program (OA-HIPP)

3. **What is the difference between eligibility for a service and qualifying for a service?**
    - *Eligibility* for the Ryan White program is based on Health Resources Services Administration (HRSA)[2] requirements. It includes that a person must have proof of HIV status, proof of Orange County residency, and proof that the client has no other way to receive the service (for example, proof of no health insurance).
    - *Qualifying* for a Ryan White service is based on HRSA eligibility and Planning Council determined requirements (for example, proof of disability for Food Bank, income less than 300% of Federal Poverty Level for Mental Health Services).
    - You may be *eligible* for the Ryan White program, but not *qualify* for some Ryan White services.

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[1] This service may require a separate eligibility screening.
[2] HRSA-The federal program that funds the Ryan White program.

4. How will I know if I am eligible and qualify for a service?
Once you have completed eligibility, your case manager or service provider can help determine the services you are qualified to receive. Some services require additional information to qualify for the service (for example, proof of disability, homebound status). The case manager or service provider, not the eligibility worker, will request any additional required information to qualify for a service.

5. Why was the eligibility screening process changed?
There are lots of reasons why it was changed. Below are some reasons for this change:
- To decrease the number of times and/or locations a client must be screened for Ryan White services.
- To make sure everyone is screened using the same process.
- To prepare for the implementation of a self-certification process for eligibility.
- To make sure eligibility screening is done based on HRSA[3] requirements.
- To make sure clients are screened for other programs the client might be eligible for (for example, AIDS Drug Assistance Program (ADAP), Medi-Cal, Covered California and OA-HIPP).
- To reduce the eligibility work currently done by case managers. This will allow case managers more time to assist with client's needs.

6. Where will I go to be screened for eligibility?
Clients must be screened at 17th Street Care (1725B W. 17th Street, Santa Ana, Annex Building)for Ryan White services. However, clients from ASF and Shanti who do not receive medical care at 17th Street Care or are not on ADAP can continue to be screened at those locations. Effective January 1, 2014, the following agencies no longer conduct eligibility screening:
- APAIT
- Delhi
- PLC
- REACH

Transportation assistance is available to help you get to your eligibility appointments according to provider agency's policies.

7. What documents do I need to bring to my eligibility appointment?
- Documents for eligibility need to prove HIV status (Proof of HIV is only required for new patients at intake. Proof will be verified at first 17th Street Care medical visit.), residency, income, and health insurance or lack of health insurance.
- ADAP, Medi-Cal, and Covered California screening may require additional documents to determine eligibility for those programs.
- See the "Required Eligibility and Program Overview document" for information on acceptable documents that support proof of eligibility.

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[3] HRSA-The federal program that funds the Ryan White program.

8. **What is the process for eligibility screening?**
   The process usually includes:
   - A 1-2 hour appointment with the eligibility worker;
   - Eligibility documents are reviewed (see Required Eligibility and Program Overview), if any documents are missing, you will be given a "pending documents" form;
   - If needed, an application for ADAP or Medi-Cal are submitted;
   - Additional information may be requested from ADAP or Medi-Cal to complete eligibility;
   - A release of information is completed to share information (with the exception of ADAP information) with other service providers; and
   - Eligibility for services is entered into ARIES (the Ryan White services database).

9. **How often must I be screened for eligibility?**
   - HRSA requires eligibility screening every six months or sooner if something happens that would change a client's eligibility for services (for example, change in residence, change in income, change in health insurance).
   - Annually, a person must be screened in person for eligibility. Reassessment may be completed using a client self-attestation form.

10. **What happens if I miss my eligibility appointment?**
    Call your eligibility location to make or reschedule an appointment:
    - 17th Street Care: (714) 834-7991 extension 7
    - ASF: (949) 809-5736
    - Shanti: (949) 452-0888

    A new appointment may be scheduled within two weeks. Failure to complete eligibility will lead to services being stopped.

11. **What happens if I do not complete eligibility?**
    Failure to complete eligibility will lead to services being stopped. However, once eligibility is completed services can be provided. It is important to go to your eligibility appointment. Contact your case manager or service provider if you are having difficulty completing the eligibility process.