



BROWARD COUNTY RYAN WHITE PART A PROGRAM

Centralized Intake and Eligibility Determination
Service Delivery Model

Table of Contents

I.	Service Definition	3
II.	Key Service Components & Activities	3
	Client Orientation.....	3
	Community Outreach.....	3
III.	Broward Outcomes & Indicators	3
IV.	Assessment.....	4
	Initial Eligibility Determination.....	4
	Recertification.....	4
V.	Standards for Service Delivery	5

I. Service Definition

Centralized Intake and Eligibility Determination (CIED) is a standalone intake service, which determines initial client eligibility for Ryan White Part A services, recertifies eligibility for Ryan White Part A services, identifies third-party payers for services and other community resources, and provides information and referrals to eligible clients for needed services. The provider must document the minimum eligibility requirements for clients accessing Ryan White Part A services.

II. Key Service Components & Activities

In addition to the CIED Service Delivery Model (SDM), all providers must adhere to the minimum requirements set forth in the [Broward County Ryan White Part A Universal SDM](#). Providers must also adhere to standards and requirements set forth in the [Broward County, Human Services Department, Community Partnerships Division Provider Handbook for Contracted Services Providers](#), individual contracts, and applicable contract adjustments. Providers must refer to their individual contract for service-specific client eligibility requirements. Providers of CIED services are expected to comply with applicable State and/or Federal standards and guidelines relevant to services delivered within this service category.

CIED services must be provided at centralized offices and with staff stationed at Ryan White Part A core medical and support service sites. There must always be a dedicated live telephone operator during business hours. Routine service hours must include evening hours (after 5:00 pm) and weekends to accommodate the needs of clients, including those hospitalized to coordinate services upon discharge. CIED services must also include the provision of home visits for clients who have difficulty ambulating.

Client Orientation

CIED services must ensure that clients are oriented to the Broward Ryan White Part A system of care. This includes providing clients with information regarding Ryan White Part A services and other community resources that the client is eligible for and making referrals when needed. The provider must maintain an updated list of Ryan White Part A providers and service locations to distribute to clients.

Community Outreach

As a part of continuous community outreach, the provider must establish an annual marketing plan detailing specific activity utilized to promote Ryan White Part A services. These activities include hosting and/or attending community resource fairs, community meetings, hosting virtual workshops, etc.

III. Broward Outcomes & Indicators

Table 1. Outcomes, Indicators, and Measure

Outcomes	Indicators	Measure
1. Increase access, retention, and adherence to primary medical care.	1.1. 95% of Part A clients who have not had a primary medical care visit within the last six months at the time of recertification shall have a primary medical care or disease case	1.1.1. Client appointment record in designated HIV Management Information System (MIS). 1.1.2. Progress notes in designated HIV MIS.

	management appointment scheduled within five business days.	1.1.3. Referral record in designated HIV MIS.
	1.2. 80% of clients will not experience a lapse in Ryan White Part A eligibility.	1.2.1. Client appointment record in designated HIV MIS.

IV. Assessment

The provider must develop and implement a documented policy for verifying and documenting client's Ryan White Part A eligibility, screening for duplication of services, and ensuring Ryan White is the payer of last resort. If a client is eligible for third-party benefits, the provider must assist them in applying for those benefits and develop a benefits service plan. The service plan will ensure that there is follow-up on outstanding benefits applications, steps are taken to resolve benefits issues, and clients have the appropriate referrals in place.

CIED services must schedule Ryan White Part A core medical and support services appointments for new clients within five business days. Emergency transportation services must be available, including bus passes, to ensure engagement in care.

Initial Eligibility Determination

During the initial intake appointment, clients must complete a benefits assessment, including initial eligibility determination for Ryan White Part A services and other third-party benefits. The provider must complete all required fields of the client profile in the designated HIV MIS at the time of intake and include any third-party benefits received. Clients must have a signed and dated [Plan of Care Information System \(PCIS\) Consent Form](#) and [Broward County Ryan White Part A Program Client Rights and Responsibilities Agreement Form](#) in the designated HIV MIS. Clients deemed eligible for Ryan White Part A services **must** have the following dated eligibility documentation and related progress notes documented in the designated HIV MIS:

1. HIV status (proof of HIV diagnosis) (once) OR Rapid Test Documentation (30-day provisional)
2. Income level (to determine client's federal poverty level and whether they are uninsured or underinsured) (annually)
3. Residency within the County (annually)
4. Insurance eligibility with third party payers (to determine whether client is eligible for Medicaid, Medicare, or has private insurance) (annually)
5. If a client has Ryan White Part B certification and is deemed eligible for Ryan White Part A services, their Part B eligibility notice may be accepted for Part A certification in lieu of other requirements.
6. An eligibility notice from a Florida state county, outside of Broward County, may be accepted in lieu of other requirements for Ryan White Part A services if: a client provides proof of residency in Broward County and deemed eligible for Ryan White Part A services (applicable to Florida state counties only)

Recertification

Clients must complete recertification for Ryan White Part A services every year after initial eligibility determination is completed, or sooner if determinants of eligibility change. The provider must contact clients to schedule their annual recertification appointment date at least 45-days prior to their eligibility expiration date. Recertification appointment date reminders must be made via

text, email, or telephone to clients both two weeks prior and 24-hours prior to their scheduled recertification date, at minimum.

Clients will need to provide a self-attestation form every year. This self-attestation form is utilized across the state and attests to address, income, and eligibility of third-party payers.

The provider must offer clients the option to recertify through the online Ryan White Part A Client Recertification Portal. The provider will set up user accounts for clients and provide technical assistance as needed. A user guide for using the Ryan White Part A Client Recertification Portal can be found here: [Recertification Portal User Guides \(English, Spanish, & Creole\)](#).

V. Standards for Service Delivery

Table 2. CIED Standards for Service Delivery

Standard	Measure
1. Provider completes client profile in the designated HIV MIS and collects required forms at initial intake appointment.	1.1. Client profile completed in the designated HIV MIS. 1.2. PCIS Form signed and dated by client in the designated HIV MIS. 1.3. Broward County Ryan White Part A Program Client Rights and Responsibilities Agreement Form signed and dated by client in the designated HIV MIS.
2. Client completes a benefits assessment, including initial eligibility determination for Ryan White Part A services and other third-party benefits.	2.1. Dated eligibility documentation in the designated HIV MIS. 2.2. Documentation of third-party benefits eligibility in the designated HIV MIS.
3. Each client is informed about Ryan White services, third-party benefits, and other community resources, and is referred as applicable.	3.1. List of Ryan White Part A providers and service locations distributed to client. 3.2. Referral record in the designated HIV MIS.
4. Provider assists clients eligible for third-party benefits in applying for those benefits and develops a benefits service plan.	4.1. Documentation of third-party benefits eligibility in the designated HIV MIS. 4.2. Benefits service plan and progress notes in the designated HIV MIS.
5. Client completes recertification for Ryan White Part A services annually after initial eligibility determination is completed, or sooner if determinants of eligibility change.	5.1. Dated eligibility documentation in the designated HIV MIS.
6. Provider schedules annual recertification appointments at least 45-days prior to client's eligibility expiration date.	6.1. Client appointment record in the designated HIV MIS.
7. Provider conducts recertification appointment date reminders via text, email, or telephone to clients both two weeks prior and 24-hours prior to their scheduled recertification date, at minimum.	7.1. Client progress notes in the designated HIV MIS.

Standard	Measure
8. Provider offers client the option to recertify through the online Ryan White Part A Client Recertification Portal.	8.1. Client progress notes in the designated HIV MIS.