



HUMAN SERVICES DEPARTMENT

COMMUNITY PARTNERSHIPS DIVISION

115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 • 954-357-8647 • FAX 954-357-8204

The logo for "Our Best. Nothing Less." features the words "Our Best." in blue with a yellow star above the word "Best.", and "Nothing Less." in black below it.

SUPPORT SERVICES NETWORK MEETING

Date: June 5th, 2018 at 9:30A.M.

Location: Ryan White Part A Program Office
115 S. Andrews Ave., GC-302
Ft. Lauderdale, FL 33301

Facilitator: Clinical Quality Management Staff
quality@brhpc.org
(954) 561-9681 ext. 1250

AGENDA

I. Welcome/Introductions

II. You Asked, We Listened!

ADAP Presentation—*Wismy Cius, ADAP Manager, FLDOH-Broward County*

- Review of recent updates with a Q&A session

Referral Process

- Discuss process of referring clients between Part A agencies
- Review resources currently available:
 - Access to Care Schedule
 - Provide Enterprise
- Discuss issues experienced with referrals and possible solutions

III. Quality Improvement Activity

IV. Evaluations

V. Questions/Suggestions

VI. Adjournment

Next Meeting Date: September 4th, 2018



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Our Best.
Nothing Less.

SUPPORT SERVICES NETWORK

Tuesday, March 6th, 2018 at 9:30 A.M.

Ryan White Part A Program Office

115 S. Andrews Ave., Ft. Lauderdale 33301

MINUTES

PROVIDERS PRESENT

Barnes, B., Poverello
Yadoff, L., Coast to Coast Legal Aid
Schickowski, K., Legal Aid
SaintFleur, P., AHF
Labissiere, R., BCFHC
Romero, T., BCFHC
Whyte, K., Broward House
Pierre, I., BRHPC
Garcia, E., Care Resource
Muneton, Z., CDTC
Javier, J., Latinos Salud
Simpson, R., NBHD
Ferguson, E., NBHD
Pont, A, SBHD
Verger, G., SBHD

PART A RECIPIENT STAFF

Fender, T.

CQM SUPPORT STAFF

Holloman, K.
Powers, C.
Akiti, D.

PROVIDERS ABSENT

None

I. Welcome/Introductions

CQM staff welcomed everyone and individual introductions were made. The Quality Improvement Manager presented the new schedule for the year and explained the new structure of the Networks.

II. Icebreaker

The Network completed an icebreaker called "Connecting Stories." The goal of the icebreaker was to have the Providers learn more about each other and their similarities by telling short stories about themselves.

III. Presentation: CQM Overview & Part A Agency/Services Overview

CQM staff gave a presentation of an overview of the CQM Program. The presentation went over the CQM Plan and program goals, the roles of the Quality Assurance and Quality Improvement teams, and the Quality Management Committee and Networks. The presentation went on to discuss the difference between quality assurance and quality improvement, the CQM work plan, and the core medical and

support services. The Access to Care schedule is created by the Recipient staff and disseminated by the CQM staff to all providers. The presentation also reviewed the structure and logistics of the Network meetings. A provider asked if we can discuss the Broward Integrated Plan and where it fits in with the Network. Several agencies signed up for case studies for the rest of the year.

IV. Survey

Providers completed a survey about the topics they would like to see discussed at the meetings throughout the year.

V. Questions/Suggestions

Providers suggested changing the name of the “House Rules” to “Terms of Engagement” or “Meeting Requirements.” A provider asked if CIED and BSS are under Non-Medical Case Management and the QI Manager explained that CIED and BSS are funded through Non-Medical Case Management since they are not specific services funded by HRSA. A provider asked if there is still training on the Ryan White Program and the difference between the service categories and Part A, B, C, and D. The QI Manager said that she will look into it. Another provider asked where Pharmacy falls under and staff explained that it falls under Medical and that the Pharmacists typically attend the Medical meetings. The provider then asked where the Nutrition Specialists fall under and staff will look into the service to see which service category they fall under.

VI. Adjournment

Meeting adjourned at 11:17 a.m.

Next Meeting Date: June 5th, 2018

Support Services: Case Study (SBHD)

Viral Load:	3/1/18: 126,547 copies
History of Viral Load	1/26/18: 87,612 copies 11/29/17: 206,247 copies 7/28/17: 200,084 copies 6/18/17: 113,285 copies 5/5/17: 4,081 copies 3/3/17: 344 copies 2/3/17: 124715 copies 9/8/16: 172,228 copies 11/20/15: undetected 8/7/15: 989 copies 7/2/15: 236,317 copies 4/10/15: <40 copies 1/28/15: 478,914 copies
Mode of Transportation:	Sexual Contact:
Housing Status:	Stable housing:
Insurance Status:	RW only
Length of Time in Care:	About 4 years
Other Medical Conditions:	N/A
Support System (Family, Friends, etc.):	Brother is aware; he reside up-north (NY) No other family member is aware Separated from Husband (not aware)
Other Barriers to Care:	Culture

Client History:

- Pt is a 37 y.o female. Dx in 2015. Pt does not believe she is HIV positive. In 2015 pt agreed to take medication however was not 100% compliant with treatment. Pt was VL suppress x2 in 2015 for a short period of time. Pt stop and refused to take medications. Pt also reported that she does not like taking any medications (pill or liquid).
- Recent in 3/1/18 during a lengthy medical visits. Pt agreed to take medication. Pt was provided with Tivicay and Descovy. At this point pt had oral thrush.
- Pt also denies any MH issues; which has been discuss. Denies any depression. Refuse Mh services

- Pt access dental care prior
- Pt is working full time and does not feel sick
- 4/5/18: As a follow-up call CM called pt admitted to CM that she D/C the medications.
- Case was staff in May will be referred to Proact of pt does not return calls
- Pt failed several appt and has not return calls (which is not like pt).
- Previously pt appt has been accommodated to fit her work scheduled.

Client Issues: Culture barriers. (pt does not believe she is HIV positive)

Support Services: Case Study, Poverello Center

Viral Load:	02/06/18- 40 Copies
History of Viral Load	Client was first diagnosed March 12, 2012. She started antiretroviral therapy, January 20, 2013. Miss Walsh was diagnosed undetectable in years, 2015, 2016, and 2017.
Mode of Transportation:	Public Transportation/Friends.
Housing Status:	Homeless. Miss Walsh has been residing with friends in Hollywood and Miramar Florida. There is no stability in her life regarding housing, so she bounces from couch to couch.
Insurance Status:	Miss Walsh's Ryan White benefits terminated on March 21, 2018. She does not have private insurance and currently out of care at Poverello.
Length of Time in Care:	7 Months: Peer counselor introduced himself to client via telephone, October 2017. Throughout the month of November, writer continued to speak with Miss Walsh; however, she was unable to travel to our center because of illness and a lack of finance.
Other Medical Conditions:	Dental, Mental health, stomach problems, rashes on arm and legs, medication and medication management, hygiene.
Support System (Family, Friends, etc.):	Client has one son; however, he chooses not to participate in her life. Miss Walsh reported she has no friends and the people she lives with are just acquaintances. Client verbalized that she is a loner and she isolate which is her comfort zone. Miss Walsh stated that she has a close relationship with her medical case manager. Miss Walsh reported her support system consists of her mental health case manager, her mental health therapist and her peer counselor.
Other Barriers to Care:	Housing, Ryan White recertification, transportation, finances, medication and medication management, lack of support group outside of her healthcare professionals, mental health.

Concerns: Poverello peer Counselor will be discharging client from Program in June 2018. Client has history of being out of care.

Client History: -Peer counselor initial contact with Miss Walsh was via telephone October 2017. Currently, Miss Walsh is residing with acquaintances in Miramar, Florida. Client

reported that she has been without food and has no transportation to get to Poverello's food pantry, so peer counselor suggested that I would bring her groceries and at that time we could talk about barriers she faces in everyday life and attempt to seek the solutions.

Client Issues: - Miss Walsh reported she meets with her medical case manager, her doctor and mental health counselor at Memorial Regional Hospital. Writer inquired when her next appointment with these clinicians would take place? Miss Walsh replied, "I will see all three (3) on Thursday, January 4, 2018 at 1:40 Pm. Peer counselor asked client if I could meet with her and her medical case manager on that day with her? Miss Walsh replied, "Yes", so peer counselor, with client present called her medical case manager and confirmed I could attend the session. I also mentioned that I would be bringing groceries from the food pantry not the session.

Thursday, January 4, 2018- Peer counselor took groceries from food pantry and transported to the session. In the session, it was agreed by all parties that if Miss Walsh keeps all of her appointments, peer counselor would pick up her medications from The Department of Health/Broward County and deliver them monthly along with her monthly allocation from food pantry. Peer counselor invited Miss Walsh to lunch at The Poverello Center for Wednesday, January 24, 2018. I made her aware that if she showed up for lunch, I would provide her with a \$25.00 thrift store voucher.

Tuesday, January 16, 2018- Peer counselor transported groceries from food pantry, picked up client's medications from The Department of Health/Broward County and took to Miss Walsh's resident.

Wednesday, January 24, 2018- Miss Walsh arrived for lunch on time and peer counselor gave her the \$25.00 thrift store voucher and a shopping cart to carry her food. We had lunch and talked about her recertifying for her Ryan White benefits. With Miss Walsh's approval, peer counselor telephoned her medical case manager and informed her about the expiration of her Ryan White benefits.

Friday, February 9, 2018- Miss Walsh's lab results reported she was undetectable <20. Writer commended Miss Walsh on following through on taking her medications.

Wednesday, March 28, 2018-Peer counselor and client made a dental appointment for April 11, 2018 at South Regional Health Center, 4104 Pembroke Road, Pembroke Florida 33021.

Monday, April 2, 2018- Peer counselor met with Miss Walsh's medical case manager at Memorial Regional Hospital. Miss Walsh's case manager informed writer that client failed to keep her dental appointment. She also informed writer how she has made several attempts in calling Miss Walsh; but, she has not returned any calls. Peer counselor called client's

mental health counselor and received the same report. Peer counselor attempting calling Miss Walsh; however, she did not answer or return my call.

Friday, April 20, 2018-Peer counselor took client groceries from food pantry as well as her medications from The Department of Health/Broward County. Client reported she has moved from Miramar to Hollywood Florida. Miss Hallman was not home so writer called and was told to leave her groceries on the front porch. As I was unloading the groceries, Miss Walsh pulled up and we put her groceries into the house. Afterwards, I questioned client about not returning calls from her medical case manager, mental health therapist and this writer. Miss Walsh had no explanation and peer counselor informed her that until she becomes recertified for Ryan White benefits, I can no longer pick up her medications or bring groceries from food pantry.

Wednesday May 16, 2018- Peer counselor called client, left a message and she never returned the call.

Tuesday, May 22, 2018-Peer counselor attempted call to client and left message to call.

SSN Case Study Sign Up List

Meeting Date	Agency	Name
June 5, 2018	SBHD	Guerline Verger
	Poverello	Brad Barnes
September 4, 2018	NBHD	Roxan Simpson
	Latinos Salud	Jose Javier
December 4, 2018	Broward House	Karen Whyte
	CDTC	Zulma Muneton

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Rick Scott
Governor

Celeste Philip, MD, MPH
State Surgeon General and Secretary

Vision: To be the **Healthiest State** in the Nation

Ryan White Assistance Program (RWAP)

AIDS Drug Assistance Program (ADAP)

HOURS OF OPERATION:

Fort Lauderdale Office (State Road 84)

- MONDAY 8:00 am TO 8:00 pm
- TUESDAY TO FRIDAY 8:00 am TO 5:00 pm
- PHONE NUMBER: 954-467-4700 Ext: 5629 or 5630
- FAX NUMBER: 954-762-3639

Pompano Office:

- TUESDAY: 11:00 am TO 8:00 pm
- Mon- Wed-Thurs-Fri: 8:00 am to 5:00 pm
- PHONE NUMBER: 954-467-4700 EXT 3441
- FAX NUMBER: 954-786-4893

Appointments are scheduled from:
8:30 am to 4:00 pm

❖ New Client requires up to one hour to complete all paperwork.

The new client needs the following documentation:

- Proof of HIV (VL of 20 or more)
- The most recent labs (CD4 less than a year old) and
 - (VL less than six months old)
- Photo ID (if available)
- Social Security Card (if available)
- Proof that client is a Broward Resident
- Recent IRS-1040, W2s, or 1099 forms (2017)
- Prescriptions (hard copy if available or already sent electronically directly to the DOH pharmacy, or medicine bottles containing the information label available for refill.

If client is employed he needs:

- Letter from employer on employer's letterhead stating name of employee, salary and frequency of payment.
- 3 months of pay-stubs
- Self-employment tracking sheet or recent income tax return

If client receives Social Security benefits:

- Letter of Social Security Administration (Award Letter)

If client is unemployed:

- Letter of support – signed and dated by the supporter. Address and phone number of the signee must be included. Plus SPQY/TPQY if available for client at no cost.
- Letter from Children and Families indicating client is receiving benefits.

Client that need recertification need:

- Updated labs
- Income
- Proof the client resides in Broward County if the address is new since the last recertification.
- Letter of Support if they are not working (must be signed and dated and the phone number of the person signing the letter)
- Active prescriptions at the DOH pharmacy (or retail if they don't pick-up meds at the DOH pharmacy)

WALK-IN Clients are Welcome

Clients that do not have an appointment, may call ahead to secure a WALK-IN appointment.

Walk-in appointments are assessed over the phone and schedule accordingly in regards of their needs.

Online Recertification

On-line recertification is available:

1. Go to County Health Department (CHD)
2. Or call toll free 844-381-ADAP (2327)
3. Be prepared with the following:
 - A valid email address
 - A user name
 - Agree to receive emails/or text alerts from Florida Health

Management Team

Joshua Rodriguez (HAPC) Ext: 5611

Wismy Cius (RWAP Manager) Ext: 5613

Serena Cook (RW Part-B Manager) Ext: 5650

Winsome Wilson (Clerical Supervisor) Ext: 5657

Ada M Lopez (ADAP Supervisor) Ext: 5633

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Rick Scott
Governor

Celeste Philip, MD, MPH
State Surgeon General

Vision: To be the Healthiest State in the Nation

Ryan White Part B Home-Delivered Meals & Home Health Programs Client Referral & Billing Authorization Process

1. The Case Manager must contact the Ryan White Part B Administrator to determine whether a client is in the Department of Health's CAREWare system.
 - i. If the client's eligibility is new or expired, the Part B administrator will conduct the Part B Eligibility Process at their home.
 - ii. If the client is eligible for services, proceed to Step 2.
2. The Case Manager will sign, complete, and fax the *Referral Form* (DH 5065, 4/98) and *Authorization/Billing Invoice* (DH-1701, 5/96) to the Part B Administrator.
3. If the Client's eligibility is new or expired, the Case Manager must send the following documents to the Part B Administrator:
 - i. Proof of HIV
 - ii. Proof of Income
 - iii. Proof of Residency
 - iv. Copy of Photo ID
 - v. Copy of Social Security Card
 - vi. Notice of Denial of Medical Service (if client is in Medicaid and requesting a non-disposable medical device)
4. If the service is new, the Case Manager must send the following documents to the Part B Administrator:
 - i. Prescription
 - ii. Quotes(s) for the Cost per Unit of the Items Needed
5. The Part B Administrator will sign the Referral Form and Fax it back to the Case Manager along with the Part B *Notice of Eligibility (or Ineligibility)* for the client's records.
6. After the Part B Administrator signs, the Case Manager will send the *Referral Form* and *Billing Invoice* to the Provider for the service to begin.

Ryan White Part B Procedures for Home Delivered Meals, Nutritional Supplements, Home Health Aide and Medical Supplies – *Case Managers*

Clients must be RW-B eligible and have a prescription from the physician requesting for the appropriate services.

Services	Vendors	Contact
I. Home Delivered Meals	Diana Food Group	Shara or Carmen Telephone: (954) 788-0411
II. Nutritional Supplement	Walgreens Pharmacy (Ensure-Walgreens Generic brand)	Bill Davis Telephone: (954) 390-0445
III. Home Health Aide	Neu Heart Health Care	Edward Hill Telephone: (954) 724-7778
IV. Medical Supplies	Hollywood Medical Supply, Affordable Medical Supply	Shavonna King – HMS Telephone: (954) 923-4699 June or Paula -AMS Telephone: (954) 484-7599

Steps to authorizing forms:

- 1) Appropriate form must be completed by Case Manager with
 - CM's signature, date and contact information
 - Justification→ please provide extra details on the service requested as well, such as the flavor for Ensure (Vanilla, Chocolate, or Strawberry)
 - RW-B Eligibility and Prescription expiration dates.
- 2) The form is authorized by RW-B and faxed back to the Case Manager, along with a RW-B notice of eligibility (NOE).
- 3) Case Manager faxes the form to the appropriate vendor and then service is provided for the client.