Orange County Ryan White Eligibility Screening
Frequently Asked Questions

1. **I have received the EVF from 17th Street Care. Do I still have to get a verification of HIV, proof of residency, or other source documents from the client?** No, you are not required to get the source documents as proof of eligibility if you have an EVF or referral from a Ryan White provider indicating those documents have been obtained and exist at another agency.
2. **Does a complete EVF mean that the client is eligible for all Ryan White services?** No, there are different eligibility requirements for different Ryan White services. You must review the EVF to determine which services the client is eligible for. You may also need to gather additional information or documentation (e.g. verification of disability or mental health coverage) to determine the client's eligibility for services.
3. **My client's 12-month assessment is due September 2012. The new requirements say the assessments must be done every six months. When is his/her assessment due?** The requirement for six-month eligibility assessments will begin for new clients starting March 1, 2012. For existing clients, their assessment is due 12 months after their last assessment. Since the question is regarding an existing client, his/her assessment is due September 2012. New clients first seen after February 29, 2012, will need to be screened before receiving services. For new and existing clients, all assessments thereafter are due six months from the date of the last assessment (at your agency or as verified via an EVF or referral, whichever was last).
4. **My client's eligibility appointment at 17th Street Care is in two weeks, but his eligibility expires with my agency today. What should I do?** With the exception of Client Advocacy-only clients (see Question 6), all clients must have their eligibility assessed before they receive Ryan White services and are entered into ARIES. Therefore, your agency should conduct an eligibility screening before providing any Ryan White services even if the client has an upcoming appointment. In addition, you should receive an EVF from 17th Street Care after his appointment there; the client's eligibility would then be due six months from the date on the EVF. And, if he remains a client at 17th Street Care or receives ADAP, 17th Street Care would continue to conduct eligibility screenings and send you a completed EVF every six months.
5. **How do I know whether my client has already been to 17th Street Care for his/her eligibility appointment?** Please review the "Orange County Ryan White Eligibility Screening Process." You should receive an EVF from 17th Street Care (if they have a completed EVF done after 4/1/12) and an ROI specific to your agency. You may also fax an "EVF Request form" to receive eligibility information on clients who may have had eligibility assessed at 17th Street Care before 4/1/12.
6. **How should I handle eligibility for Client Advocacy clients who do not receive any other Ryan White service (e.g. Food Pantry, Medical Transportation)?** If there is no other reason for the client to come to your agency, you are not required to conduct an eligibility screening prior to offering the client referral services or information. Clients for whom you have not confirmed eligibility may not be entered into ARIES but can be reported on the Units of Service Report as "non-ARIES client."
7. **How should I handle eligibility for Client Advocacy clients who do receive other Ryan White services (e.g. Food Pantry, Medical Transportation)?** Unless they are Client Advocacy-only clients, clients must have eligibility assessed before they receive Ryan White services and are entered into ARIES. Therefore, you should request an EVF or conduct an eligibility screening before providing those other Ryan White services.
8. **The EVF doesn't include information needed to complete the RSR. How do I handle those?** The EVF is only meant to document *eligibility* for the Ryan White program. Your agency can determine how you would like to gather additional information needed to complete the RSR (e.g. on intake form).
9. **How should I handle Dental referrals?** The process for dental referrals remains the same and is outlined in "Ryan White Dental Referral Process for Providers" available at http://www.ochealthinfo.com/hiv/docs.
10. **How should I handle documentation of eligibility for clients who were referred?** You may: 1) request an EVF from 17th Street Care if the client is a 17th Street Care or ADAP client; 2) request documentation from the referring agency; 3) conduct the eligibility screening at your agency; or 4) if the referring agency is an Orange County Ryan White provider, request that the agency send you a referral attesting that they have all required documentation on file.