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HIV/AIDS Services Serving Lake, Orange, Osceola and Seminole County

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HIV/AIDS Services Serving Lake, Orange, Osceola and Seminole County

We are the designated Grantee Office for the Orlando Eligible Metropolitan Area (Orlando EMA). Our purpose is to help you and your loved ones receive comprehensive care for the following:

- Medical care
- Medical case management
- Drug assistance
- Dental care
- Nutritional and food assistance
- Health insurance
- Mental health
- Substance abuse
- Medical transportation
- Psychosocial support (peer mentoring)

Our network of help assists with referrals to obtain the help you need most. Our care network also provides benefits such as: transportation for appointments, bus passes and medical-related activities.

Our Mission and Vision

The Mission of the Orlando EMA is to ensure that eligible consumers with HIV/AIDS have unfettered access to high quality, life extending care, (primary medical and support services), free from stigma and discrimination, regardless of age, gender race/ethnicity, sexual orientation, gender identity, or socio-economic circumstance.

We envision a collaborative, coordinated consumer-centric system of care which provides swift and seamless linkage to continuous coordinated quality care to all individuals who are aware or unaware of their HIV/AIDS status and are not currently in care so that they may enhance the quality of their lives while containing the spread of the disease.

About Us

The Ryan White program is a federally funded program enacted by Congress in 1990. Previously known as the Ryan White CARE Act, this Federal program funds services for people living with HIV/AIDS (PLWHA) who cannot otherwise pay for the care they need. The current Ryan White legislation is called "The Ryan White Treatment..."
Extension Act of 2009.” The United States Department of Health and Human Services Health Resources and Services Administration (HRSA) is the designated funding agency for the Ryan White Act within the Federal government. The Ryan White Part A program is a comprehensive HIV/AIDS service system to improve medical outcomes and fill gaps in service for people living with HIV/AIDS. The legislation spells out who is eligible for services and describes how the money can be used. Most Ryan White funds go to pay for medical and support services for PLWHA and their families. One goal is to get PLWHA into care early and help them stay there and remain healthy.

Grantee

The Mayor of Orange County Government is the designated Grantee for the Ryan White Part A Orlando Eligible Metropolitan area “EMA” which covers Orange, Osceola, Seminole and Lake county residents. Through the Department of Family Services, the Grantee has created the Ryan White Part A Grant Administration Office within the Youth & Family Services Division. The Grantee is charged with disbursing grant funds and with obtaining and maintaining services. The Grantee works with the Planning Council to allocate funding for these services.

The Grantee works with the Part A Planning Council in making decisions about how to use the funds. Part A funds may be used for HIV primary medical care and other medical-related and support services (like medical transportation) that are needed by PLWHA in order to stay in care and achieve quality medical outcomes. A limited amount of the money can be used for planning, managing, and evaluating programs, and for supporting the work of the Planning Council.

Part A funds go to local areas that have been hit hardest by the HIV epidemic. These areas are called eligible metropolitan areas (EMAs). EMAs are metropolitan areas with at least 2,000 new cases of AIDS reported in the past five years and at least 3,000 cumulative living cases of AIDS as of the most recent calendar year. There are 22 EMAs. Part A money goes to the chief elected official (CEO) of the county government in the EMA. The CEO is legally the grantee, but usually chooses a department or other entity to manage the grant. That entity is called the grantee. It manages the grant by making sure the funds are used correctly.

Why We Were Chosen

To qualify for EMA designation, an area must have reported at least 2,000 AIDS cases in the most recent 5 years and have a population of at least 50,000. To be eligible for TGA status, an area must have reported 1,000 to 1,999 new AIDS cases in the most recent 5 years and have a population of at least 50,000 persons.
EMAs and TGAs range in size from one city or county to more than 26 different political entities; some span more than one State. The boundaries of EMAs and TGAs are based on the U.S. Census designation of Metropolitan Statistical Areas.

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**Eligibility Requirements**

The following are the eligibility requirements for participation in Ryan White Part A Program. To be or remain eligible for the Part A Program, consumers must meet and have on file, proof of the following:

1. Proof of HIV Status
2. Proof of Income Eligibility
3. Proof of Identity
4. Proof of Residency
5. Proof of Insurance (Verification that the Ryan White Program is the "Payer of Last Resort")
Your Eligibility Will Be Verified

To qualify, the information you give needs to be verified. In some cases, your family members can receive services through a program focused on women, infants, children, and youth, even though they are not diagnosed with HIV.

Consumer Rights & Responsibilities

Once you have been determined eligible to receive Ryan White Part A Services, you will receive general information about HIV/AIDS. We will work with you to:

- Identify your needs
- Develop a Case Plan to help you to meet those needs
- Refer you to service providers

To the extent physically and mentally possible, you will participate as a Team Member in acquiring the services you need. This agency will help you to meet your need(s) and advocate for you when necessary.

Under the Ryan White Part A you have rights:

1. Expect timely referral(s) to the proper service agencies
2. Be treated with courtesy and respect
3. My information will remain confidential
4. Not be discriminated based on background, culture and preferences
5. Express my concerns regarding services I receive
6. Option to appeal any decision that denies me services through a Grievance Process
7. Receive copies of the Grievance Forms

Consumer Surveys

We conduct periodic surveys to assess customer satisfaction and use the information to improve the proper delivery of services to you. You may be asked to participate in the planning process for our community’s HIV Services by filling out a survey. Your input is vital as we assess the current services and plan for the future. This information is reported to the agency administration and the Ryan White Part A grantees office on a weekly basis. In addition, customer satisfaction surveys are administered to determine what is most important to consumers receiving services in the EMA. This information is utilized in the crafting of agency-wide strategic quality management plans.
Health Outcomes

In order to assess the clinical quality of service delivery the EMA publishes a quarterly utilization and an outcome monitoring report. The utilization reports help identify trends in the utilization of services across the demographics of the populations served in addition to helping identify in which areas there has been a demand for service.

The outcome reports assess whether established performance targets have been met and enables the EMA to work on closing performance gaps when is identified that certain service delivery areas need to be improved.

Fiscal Management Overview

An important component of the administrative function of the Ryan White program is the managing of the grant funds received for the provision of HIV/AIDS services.

This process entails three key segments.

1. Procurement and contracting
2. Processing of payments
3. Fiscal monitoring of the provider agencies

Procurement and Contracting

The procurement process begins with Request for Proposals and Contracts. These documents not only identify the services to be provided but also the financial responsibility of the provider agencies in respect to submission of invoices and the detail documentation needed to support reimbursement for services. Procurement and Contracting is conducted by the Orange County Purchasing and Contracts Division.

Processing of payments

The management agency that handles the adjudication of all OAMC and dental claims for Ryan White tracks the claims and payments based on the breakout of the funding categories noted for each agency by contract and contracted services. Reporting of expenditures and payments is completed on a weekly basis from the management agency to the Grantee Office. Payments to other providers by the Orange County Government are reported to the Grantee Office as they occur. The grantee’s Fiscal office prepares monthly expenditure reports to the Resource Allocation Committee of the Planning Council.
Fiscal Monitoring

Several tracking mechanisms to accurately identify whether funds are being expended in the correct categories as determined by HRSA. Awards to individual provider agencies are detailed within their contracts for each service category and are tracked by the Orange County Comptroller, The Family Services Department Fiscal office and the Ryan White Grant Administration Office.

Fiscal Reports

Fiscal Reports are routinely generated to ensure that the financial plan (budget) for the EMA is being followed as planned and resources are allocated as stipulated by the Planning Council.

Management Standards for Grant & Contracts

The Orlando EMA initiative is federally funded by the Ryan White Part A Program. This initiative is closely monitored and evaluated by us to ensure effectiveness and quality. This is an ongoing process by which service providers and their contracts are looked at for renewal consideration.

The Ryan White Part A grant from the Federal government is administered by the Ryan White Grant Administration Office or the “Grantee.” The Ryan White Part A program subcontracts with a network of community providers to deliver the services as described in these agreements. To assure that there is programmatic and fiscal accountability policies have been established to ensure effectiveness and efficiency. An annual fiscal and program monitoring is conducted to ensure accountability.

Information Management

In order to track the achievement of Health Outcomes the Ryan White Program utilizes a database so that data can be extracted to produce outcome and other reports. The Orlando EMA utilizes scalable software for managing and monitoring HIV clinical and supportive care that enables us to quickly produce a completed Ryan White HIV/AIDS Program Annual Data Report (RDR) and the Ryan White HIV/AIDS Program Services Report (RSR).

These reports are mandated by HRSA, however they are used to assess the quality and quantity of service delivery. Other data stored in the system include client and service level data, financial, eligibility, dental, pharmacy, screening, screening labs, and lab data.
Service Reimbursements

Service reimbursements include the definition of the units of service and the rate of reimbursement for services funded by the Ryan White Part A program. Reimbursement rates are published in the agency Scope of Service by service category:

- Aids Insurance Continuation
- Drug reimbursement
- Food service
- Medical case management
- Mental health services
- OAMC MAI
- OAMC purchased specialty care
- OAMC ambulatory medical care; pregnant women; women, infant, children and youth
- Oral health
- Psychosocial support
- Substance abuse
- Transportation

Providers

Primary Services

Core medical services are a set of essential, direct health care services provided to persons living with HIV/AIDS and specified in the Ryan White HIV/AIDS Treatment Modernization Act.

- Medical Care - The provision of professional diagnostic and therapeutic services rendered by a physician, physician’s assistant, clinical nurse specialist, nurse practitioner, or other health care professional who is certified in his or her jurisdiction to prescribe antiretroviral (ARV) therapy in an outpatient setting. These settings include clinics, medical offices, and mobile vans where clients generally do not stay overnight.

Emergency room services are not considered outpatient settings. Services include diagnostic testing, early intervention and risk assessment, preventive care and screening, practitioner examination, medical history taking, diagnosis and treatment of common physical and mental conditions, prescribing and managing medication therapy, education and counseling on health issues, well-baby care, continuing care and management of chronic conditions, and referral to and provision of specialty care (includes all medical subspecialties).
Primary medical care for the treatment of HIV infection includes the provision of care that is consistent with the PHS’s guidelines. Such care must include access to ARV and other drug therapies, including prophylaxis and treatment of opportunistic infections and combination ARV therapies.

- **Health Insurance - Health Insurance Premium & Cost Sharing Assistance Services (HIPCSAS)**

This provides financial assistance for eligible individuals living with HIV to maintain a continuity of health insurance or to receive medical benefits under a health insurance program. This includes premium payments, risk pools, copayments and deductibles.

**The Ryan White Part A Health Insurance Program**

This program is a transitional and gap-filling program that helps sustain the States AICP program by paying premiums for eligible consumers who are on the States AICP waitlist until AICP funding is obtained. The payment of premiums and co-pay assistance is coordinated through the Hope & Help Center which is the only site for this service in the Central Florida area.

**Aids Insurance Continuation Program (AICP)**

This helps consumers with their insurance premiums for private health plans for which they may be eligible. In circumstances in which there is insufficient funding, consumers are placed on a State AICP waitlist pending availability. This program is funded by the State of Florida.

- **Medical Case Management** - A range of client-centered services that link clients with health care, psychosocial, and other services. The coordination and followup of medical treatments are a component of medical case management. These services ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care through ongoing assessment of the client and other key family members’ needs and personal support systems.

Medical case management includes the provision of treatment adherence counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments. Key activities include:

1. Initial assessment of service needs
2. Development of a comprehensive, individualized service plan
3. Coordination of services required to implement the plan
4. Client monitoring to assess the efficacy of the plan
5. Periodic reevaluation and adaptation of the plan as necessary over the life of the client

It includes client-specific advocacy and review of utilization of services. This includes all types of case management, including face-to-face, telephone, and any other forms of communication.

- **Mental Health** - Mental health and counseling services for individuals with a diagnosed mental illness. They are conducted in a group or individual setting, and provided by a mental health professional licensed or authorized within the State to render such services. Such professionals typically include psychiatrists, psychologists, and licensed clinical social workers.

- **Drug Assistance** - AIDS Pharmaceutical Assistance is a local pharmacy assistance program, APA, implemented by Part A to provide HIV/AIDS medications to consumers. This program provides medications to consumers while meeting all of the following criteria:
  
  - Have a consumer enrollment process
  - Have uniform benefits for all enrolled consumers.
  - Have a record system for distributed medications; and
  - Have a drug distribution system.

APA’s are similar to AIDS Drug Assistance Program (ADAP) in that they provide medications to low-income individuals living with HIV/AIDS who have little or no coverage from private or third party insurance. ADAP funds are authorized under the Ryan White HIV/AIDS Treatment Modernization Act of 2009. The intent of state and federal legislation is to assure that ADAP funds are used only for the purchase of ADAP formulary drugs that cannot be paid for through other sources. ADAP must be the payer of last resort.

- **Substance Abuse** - Medical or other treatment and/or counseling to address substance abuse problems (i.e., alcohol and/or legal and illegal drugs) in an outpatient setting by a physician or under the supervision of a physician, or by other qualified personnel.

- **Dental Care** – Diagnostic, preventive, and therapeutic services provided by a dental health care professional licensed to provide health care in the State or jurisdiction. This includes general dental practitioners, dental specialists, and dental hygienists, as well as licensed and trained and dental assistants.
Support Services

Support services are a set of services needed to achieve medical outcomes that affect the HIV-related clinical status of a person living with HIV/AIDS.

- **Medical Transportation** - Lack of transportation reduces health care options and social services. In order for you to be able to get the help you need we have created some options for you and/or your loved ones to choose. We currently offer:

  **Lynx bus passes**

  These passes are only usable for the time period noted on them. One of the most efficient ways to use them is to visit goLynx.com and go to the TripPlanner. This tool allows you to insert your starting address (From) and your destination address (To). Then click on “Plan My Trip.” At that point, the tool creates an itinerary, walking distance, bus route(s) and fare for getting to your appointment.

  **Vans/Taxis**

  This service can be coordinated through NEED (below). When you call NEED, the phone attendant will help connect you with a scheduler. The scheduler will determine routes and service times based on your appointment. The pick-up and drop-off times will vary depending on which part of town you are at.

  Our transportation assistance is for non-emergency situations. If you are in a life-threatening situation, you need to seek help through the 911.

- **Nutritional / Food Assistance** - Provided by a licensed registered dietitian outside of a primary care visit. The provision of food may be provided pursuant to a physician's recommendation and a nutritional plan developed by a licensed, registered dietician.

  Nutritional services and nutritional supplements not provided by a licensed, registered dietician shall be considered a support service. Food not provided pursuant to a physician's recommendation and a nutritional plan developed by a licensed, registered dietician also shall be considered a support service.

- **Psychosocial Support (Peer Mentoring)** - Support and counseling activities, child abuse and neglect counseling, HIV support groups, pastoral care, caregiver support, and bereavement counseling. They include nutrition counseling provided by a non-registered dietitian, but exclude the provision of nutritional supplements.
Grantee Program Reference
HIV / Aids Services Under The Ryan White Treatment Extension Act of 2009

Network of Care

- Bioscrip Pharmacy
- CENTAUR (Center for Drug Free Living Inc.)
- Center for Multicultural Wellness and Prevention
- HUG-Me Program @ OCHD
- Hope and Help Center
- Howard Phillips Center for Children & Families
- Lake County Health Department
- Miracle of Love
- NEED (Nehemiah Educational and Development, Inc.)
- Orange County Health Department
- Osceola County Health Department
- Seminole County Health Department
- The PLACE of Comfort
- Turning Point

Clinical Quality & Utilization Management

Overview

The continuum of HIV/AIDS care in the EMA comprises a coordinated system of related activities based in the chronic disease management model of care and includes quality primary and specialty medical care consistent with PHS treatment guidelines; HIV-related medications; mental health treatment; substance abuse treatment; oral health; medical case management; and supportive services, including medical transportation, psychosocial/peer support and food. These critically important support services enable individuals to access and remain in primary care.

The EMA has an overarching HIV service delivery philosophy designed to enhance and increase PLWHA access and feedback into HIV services as reflected in priority setting/resource allocation activities, the convening of the PLWHA Caucus and in the importance given to town hall meetings held in every county throughout the EMA. The Orlando EMA has consistently received Ryan White Title I/Part A funding since 1994.

Ryan White Part A program is responsible for attaining Health Outcomes to provide indicators of the effectiveness of its implementation of the program across a provider network serving the needs of the affected and infected HIV/AIDS citizenry residing in Lake, Orange, Seminole and Osceola counties.

HRSA/HAB/DSS the federal agencies responsible for the overall administration of the Ryan White Program across the United States, defines quality as the degree to which a health or social service meets or exceeds established professional standards and user
expectations. In order to continuously improve systems of care for individuals and populations, evaluation of the quality of care should consider:

- The quality of inputs
- The quality of the service delivery process, and
- The quality of outcomes.

**Network Administration**

The Ryan White Part A Program provides services for the uninsured and underinsured HIV/AIDS affected and infected populations in Orange, Osceola, Lake and Seminole Counties. A strategic network model is utilized with a “no wrong door” philosophy among the 15 network service providers across four counties. Members of this integrated delivery system have shared goals and processes that extend beyond each individual organization that ensures optimal access, quality of care and consumer satisfaction. Of the fifteen service providers, four are county based health departments providing Primary Medical Services or Outpatient Ambulatory Medical Care.

As the Ryan White Part A funder, our function is to ensure that barriers to care are removed for the HIV/AIDS affected population and that access to Primary Care for the underinsured and uninsured is provided.

Once the consumer enters care with a “no wrong door” approach, eligibility will be determined followed by a simultaneous medical appointment. Our centralized intake provides immediate access to bundled services coordinated by the case manager and linkage assistance provided by a Peer Mentor, who will assist the consumer in navigating and tracking the consumer through the system of care to ensure that they are continuing to obtain all need assessed primary and support services. As multi-disciplinary services are provided simultaneously, care is consumer-centric.

**Program Tools And Reports**

The network of service providers in the Orlando EMA delivers specialized services to the HIV/AIDS population. In order to ensure that services are delivered as planned, these agencies are reviewed annually through on-site visits to assess their efficiency and effectiveness.

Evaluation tools for each service category are utilized and Program Reports are produced to reflect the findings of this process (see below).
Health Literacy

In order to obtain the best health outcomes consumers need to become advocates for their own health care. This process may involve finding a health care provider and becoming educated in navigating the system of care, getting on antiretroviral treatment, staying on therapy and becoming familiar with side effects and toxicity and dealing with opportunistic infections and other complications living with HIV. Peers support and Medical Case managers are available to provide assistance in becoming educated in this process.

Developed by the New York State Department of Health AIDS Institute (NYSDOH/AI), the booklet titled Staying on Schedule: Tips for Taking Your HIV Medicines provides a wealth of information pertaining HIV medications and treatment. The booklet includes the following:

- Pictures of each HIV medicine
- Amount of the drug in each dose
- Food interactions
- General tips for taking each HIV medicine

Service Provider Training

Service providers are required to keep abreast of the latest developments in their respective arenas and are required to have documentation of training attendance and annual updates as necessary. In additional monthly training is provided by the Ryan White Part A grantee office to Medical Case Managers.