



Riverside/San Bernardino, CA TGA
Policy and Procedure
Policy #9
New Client Classification

Effective.....March 1, 2011

APPROVED

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- PURPOSE** This policy is intended to provide guidance to providers regarding the recording and reporting of “New Client” classification data.
- POLICY** Per contracts, Ryan White Program (RWP)-funded providers are required to classify all new clients according to six standardized categories, record this data in ARIES in a timely manner, and report to the RWP upon request.
- SCOPE** This applies to all providers contracted to provide RWP-funded services to eligible clients in the Riverside/San Bernardino, CA TGA.

PROCEDURE

A. Background:

A new legislative requirement focuses on specific requirements and expectations for identifying those that are HIV+ but unaware of their status (the Unaware), informing them of their status and bringing them into care. Ryan White (RW) jurisdictions are required to develop and implement a strategy and plan for identifying, informing, and connecting to care the Unaware within their jurisdictions and report progress related to these activities to HRSA. Recipients of RW funds are also required to do whatever possible to find those that have fallen out of care (unmet need) and reconnect them to medical care and necessary support services.

B. Documentation Requirements:

One of the elements used to demonstrate progress in connecting and reconnecting HIV+ individuals to care is the number of new clients entering the care system. RW contracts specify three categories of “new clients”. In response to providers’ feedback and requests, the three categories have been further broken down into six categories to facilitate data entry. Therefore, all RW-funded agencies are required to classify all new clients into one of the following standardized categories (*more than one may apply to a particular client*):

1. **HIV+ in last 12 months** (newly diagnosed)
2. **New link – Unmet Need** (out of care & linked)
3. **Re-linked – Unmet Need** (fell out of care & re-linked)
4. **New to Riv/SB Counties** (new to the TGA)
5. **New to RW** funded services
6. **New to the agency**

Agencies are required to enter the “new client” data for all new clients into ARIES using the service entry screen (see **Attachment A**) and report to the RWP upon request.

C. Compliance:

Providers are encouraged to request assistance from the RWP if necessary. RWP staff will monitor compliance with this policy on a regular basis:

1. Ryan White Program staff will conduct Quality Assurance checks in ARIES.
2. Ryan White Program staff may periodically request and review data reports from funded providers.
3. Ryan White Program staff will visit provider sites as necessary to ensure compliance.
4. Ryan White Program-funded providers found to be in violation of this P&P will be contacted and required to submit a plan to correct any deficiencies. Any continuing deficiencies may result in delay or denial of payment.

Services: Services (New Client Categories...to be recorded for all new clients.)

Service

Client Name * *

Client

Staff * Site

Date of Service * Days to Next Service date

Contract Name * Created Date

Program *

Primary Service *

Secondary Service *

Agency Subservice *

Units of Service * * per = \$ * Total

Client Payment * Payment *

Service Notes

NOTE: More than one category may be recorded per client if applicable. Enter one New Client "service entry" for each applicable category (subservice).

Save + Done Save + Another ▶ Cancel