

## Universal Administrative Standards 2009-2010

**Definition:** Universal Standards are the minimum requirements that providers are expected to meet when providing HIV/AIDS care and supportive services funded by Ryan White Part B.

**Objectives:** To ensure that providers are complying with contract provisions as well as state and federal requirements for the provision of PART B funded services.

**These standards apply to all subcontractors regardless of the individual services provided.**

STANDARD	MEASURE
There must be <u>current policies and procedures</u> to protect client confidentiality.	Policies must include: <ol style="list-style-type: none"> <li>1. Release of information requirements, including presence of current forms signed, and dated by the client in the client’s record</li> <li>2. HIPAA compliance where applicable</li> <li>3. Requirement to secure records</li> </ol>
There must be a <u>policy</u> for Releases of Information.	Policy must include a requirement for the use of a Release of Information form that: <ol style="list-style-type: none"> <li>1. Is signed by the client and a provider representative,</li> <li>2. Includes an expiration date of not more than 12 months from the signature date,</li> <li>3. Has an explanation and specific documentation as who may receive the client’s information.</li> </ol>

<p>There must be a <u>policy</u> for Ryan White Part B Eligibility, which is updated annually.</p>	<p>Policy must include requirements for:</p> <ol style="list-style-type: none"> <li>1. Documentation of diagnosis of HIV by a western blot</li> <li>2. Proof of income will be documented on the client's record such as: <ul style="list-style-type: none"> <li>• A copy of paycheck stub</li> <li>• When salary statement is not available annual tax returns are acceptable</li> <li>• Letter of Material Support</li> </ul> </li> <li>3. Documentation of insurance status OR</li> <li>4. Documentation of Medicaid status if uninsured, such as <ul style="list-style-type: none"> <li>• Copy of Medicaid card</li> <li>• Copy of Denial letter</li> <li>• Proof that Medicaid application was submitted</li> <li>• Statement on the record that the client does not meet the eligibility criteria for Medicaid</li> </ul> </li> </ol>
<p>There must be a <u>policy</u> for the Client's Rights and Responsibilities under the Ryan White Part B program.</p>	<p>The policy must include requirements that each client must sign and date that she/he has been offered:</p> <ol style="list-style-type: none"> <li>1. An explanation of the policy and</li> <li>2. Copy of "Client's Right's and Responsibilities" document.</li> </ol>
<p>All staff must be skilled and if required, licensed professionals in compliance with state regulations for healthcare licensure and certification with experience and/or education in relevant disciplines.</p>	<p>The Ryan White staff file must contain current job descriptions for all staff, which must include requirements for:</p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Experience</li> <li>• Licensure/certification for each position</li> </ul>
<p>All staff will adhere to the training requirements as outlined in each service standard,</p>	<p>The Ryan White staff file must contain:</p> <ol style="list-style-type: none"> <li>1. Documentation of the completion of the training requirements for each applicable standard.</li> </ol>
<p>All staff will adhere to the continuing education requirement as outlined in each service standard.</p>	<p>The Ryan White staff file must contain:</p> <ol style="list-style-type: none"> <li>1. Documentation of the completion of the continuing education requirements</li> </ol>

<p>All staff required to participate in clinical supervision as outlined in the service standards will regularly attend scheduled meetings and maintain documentation with dates, person in attendance and an agenda.</p>	<p>The Ryan White clinical supervision file must contain:</p> <ol style="list-style-type: none"> <li>1. Documentation of the ongoing clinical supervision with dates, persons in attendance and an agenda.</li> </ol>
<p>Provider must ensure that services are available and accessible to eligible individuals.</p>	<p><u>A policy</u> is present that specifies how services are made available and accessible to all eligible clients.</p>
<p>Provider must ensure that Ryan White PART B clients are satisfied with services and are provided an opportunity for into the services rendered.</p>	<p>Policies must include requirements for:</p> <ol style="list-style-type: none"> <li>1. A client satisfaction survey administered within the last 12 months.</li> <li>2. A process allowing for the opportunity for participation in the development of services offered by Ryan White Part B.</li> <li>3. All clients are informed of services for which they are eligible.</li> </ol>
<p>Agency logs will be maintained, if applicable, as outlined in the service standards.</p>	<p>The agency's log(s) will be maintained and available for review.</p>
<p>There must be a written HIV-specific CQI plan.</p> <ol style="list-style-type: none"> <li>1. The CQI program must be outcome based.</li> <li>2. A direct benefit must be seen from the CQI outcomes.</li> </ol>	<p>There must be written evidence of the HIV-specific CQI plan.</p> <ol style="list-style-type: none"> <li>1. The CQI plan has outcome language such as: X will occur as measured by Y.</li> <li>2. There must be documentation that addresses improving patient care and defining improvement.</li> </ol>