

SERVICE STANDARDS

Norfolk Transitional Grant Area
Grant Year 2020/21



Ryan White HIV/AIDS Program Eligibility Requirements

(HIV/AIDS Bureau Policy Clarification Notice #13-02, Revised 5/1/2019)

Person(s) seeking services in the Ryan White HIV/AIDS Program (RWHAP) must meet the following requirements for eligibility:



- Any person(s) with an HIV diagnosis or their legal guardian who lives in the Norfolk TGA (Chesapeake, Norfolk, Virginia Beach, Portsmouth, Suffolk, Hampton, Newport News, Poquoson, Williamsburg, York County, James City County, Gloucester County, Mathews County, Isle of Wight and Currituck County, North Carolina)
- Any individual with a household income that is at or below 500% of the federal poverty level
- Any individual who is uninsured or underinsured



Client Eligibility must be certified annually and recertified at least every six months. The primary purpose of the RWHAP eligibility certification process is to ensure that an individual's residency, income, and insurance status continues to meet the Norfolk Transitional Grant area (TGA) eligibility requirements and to verify that the RWHAP is the payer of last resort. The eligibility recertification process includes checking for the availability of all other third-party payers. [See the Norfolk TGA Eligibility Policy for details.](#)

Clients Rights and Responsibilities

Services will be provided to all eligible RWHAP clients without discrimination based on: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, or any other basis prohibited by law. Subrecipient's providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each Subrecipient will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities.

Clients Charts, Privacy, and Confidentiality

Subrecipient's providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning the confidentiality of consumers Personal Health Information (PHI). Subrecipients must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the clients' records. Information on all clients receiving Ryan White Part A funded services must be entered in the HRSA sponsored, Norfolk TGA managed, CAREWare database.

Cultural and Linguistic Competence

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Subrecipient's providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services. (please see <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53> for more information)

Client Grievance Process

Each Subrecipient must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the clients' records.

Case

Case Closure Protocol

Each Subrecipient providing services should have a case closure protocol on file. The reason for case closure must be properly documented in each client's file. If a client chooses to receive services from another provider, the Subrecipient must honor the request from the client.