



Maricopa County
Ryan White Part A Program
Policy and Procedures

Psychosocial Support Services

Effective Date: 03/01/2011
Revised Date: 03/01/2016
Reviewed Date: 03/01/2016

PURPOSE:

To guide the administration of Ryan White Part A Program's Psychosocial Support Services (a support service under the Act). The administration of funds must be consistent with Subpart A client eligibility criteria and the service category definitions established by the Ryan White Part A Program Planning Council.

POLICIES:

- The funds are intended to provide support to eligible clients by addressing psychosocial concerns while promoting good physical and mental health as it relates to keeping clients in medical care and adherent to HIV medications.
- All communications made on behalf of the client are to be documented in the client chart and must include a date, time, person(s) spoken with and brief summary of what was communicated in adherence with the client charting definition.
- All activities performed must be directly related to the HIV-related clinical status of an eligible client and documented appropriately in the client chart.
- All support groups under this service category must be approved by the Administrative Agent before billing and reimbursement are allowable. See the Appendix for required forms.
- All direct service providers must meet the service category's Standards of Care as defined by the Ryan White Part A Planning Council.
- For contracts who fund salaries, the program should document at least 50% of allocated staff time with billed client units. Costs per client and costs per units should be reasonable when compared to EMA annual averages.

DEFINITIONS:

Psychosocial Support Services:

Support for Psychosocial Support Services may include:

- Support and counseling activities;



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- Child abuse and neglect counseling;
- HIV support groups;
- Pastoral care/counseling;
- Caregiver support;
- Bereavement counseling;
- Nutrition counseling provided by a non-registered dietitian.

Note: Funds under this service category may not be used to provide nutritional supplements

Client Charting:

All paper chart documents must be original documentation and contain original dates and signatures of contract budgeted staff providing services i.e. assessments, treatment plans, and progress notes. All Electronic Medical Records must include authenticated, dated electronic signatures. The AA will only review documentation which is authenticated original documentation, and will not accept copies of assessments, treatment plans, or progress notes as acceptable documentation of services provided. Any records that do not include authenticated signatures of budgeted contract staff providing services will be considered unallowable units, and will not be reimbursed.

Units billed must be noted in chart as required and include the duration of the encounter (start/stop times and/or total minutes/hours spent with client).

CLIENT ELIGIBILITY CRITERIA:

To be eligible for psychosocial support services, a client must meet all of the standard eligibility criteria as defined in Client Eligibility. For the Federal Poverty Limits for this service category, see Appendix – Menu of Services.

Psychosocial services are available to all individuals eligible to receive Ryan White services, regardless of their religious denominational affiliation.

ELIGIBLE COSTS AND SERVICES:



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Psychosocial Assessment:

- Screen and complete psychosocial assessments for eligible clients who are experiencing psychosocial health symptoms.

1 unit = 15 minutes

Psychosocial Counseling:

- Provide individual, psychosocial counseling sessions to eligible clients who are experiencing psychosocial health symptoms.

1 unit = 15 minutes

Psychosocial Support Group:

- Provide a variety of approved support groups to eligible clients depending on identified peer group of the client or the stage of the disease. Support groups must be approved by the AA prior to billing.

1 unit = 1 group session



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ELIGIBLE COSTS AND SERVICES:

Unit categories may include:

Time Units: Reflect the amount of direct service time.

Service Units: Reflect completion of a particular service related activity such as a case finding.

Product Units: Reflect the provision of a product/widget which has an identified cost.

Line Item Units: Reflect expenses identified in the budget such as salaries and fringe benefits. Must align with agency's approved budget and support documents submitted during billing.

| Unit Information | | | CAREWare Data Entry Components | | | |
|------------------|---|---|--|----------------------------|---------------------------|-------------|
| Unit Category | Unit Name | Unit Description | Client Name | Date | Unit Measure | Price |
| Service Unit | Psychosocial Groups/ Psychosocial Services | Time spent providing psychosocial group services for eligible clients. | Entered into CAREWare under actual client name. ROI must be on file. | Date service was delivered | 1 unit = 15 minutes | \$0 |
| Service Unit | Psychosocial Assessment | Psychosocial Assessment includes time spent conducting a psychosocial assessment for eligible clients. | Entered into CAREWare under actual client name. ROI must be on file. | Date service was delivered | 1 unit = 15 minutes | \$0 |
| Line Item Unit | PS - 01... through PS - 10... | Corresponding units are named MCM – O1 Salaries, MH – 02 Fringe benefits and so on. May only be billed if line item is in approved budget and support documents confirm identified expense. | AAA Administrative, Admin | Last day of the month | 1 unit = 1 unit per month | Actual Cost |