

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.

**Ron DeSantis**

Governor

Scott A. Rivkees, MD

State Surgeon General

Vision: To be the Healthiest State in the Nation**MEMORANDUM**

DATE: August 7, 2020

TO: Ryan White Part B Lead Agencies
AIDS Drug Assistance Program (ADAP) Field Staff
Florida State Housing Opportunities for Persons with AIDS (HOPWA) Program
Project Sponsors
HIV/AIDS Program Coordinators
HIV/AIDS Contract Managers

FROM: Laura Reeves, HIV/AIDS Section Administrator
Bureau of Communicable Diseases

SUBJECT: Patient Care Policies and Procedures Changes: Face-to-Face Requirements

Purpose of this Patient Care Policy Notice (PCPN)

This memorandum specifies changes that have been made to the Patient Care policies and procedures as stated in the Florida HIV/AIDS Ryan White Part B Eligibility Procedures Manual document (dated June 2016) and the Florida AIDS Drug Assistance Program (ADAP) Policy Manual document (dated January 2017). The purpose of this PCPN is to provide guidance to Florida HIV/AIDS Patient Care Programs and ADAP Field Staff on the removal of the face-to-face requirement. The changes described in this PCPN are effective immediately.

Background

According to the Florida HIV/AIDS Ryan White Part B Eligibility Procedures Manual, page 19, the application requirements state, "Eligibility staff must have a face-to-face encounter with the client to determine eligibility. Circumstances may prevent face-to-face contact, and this must be documented in the client's file with supervisory approval."

According to the Florida ADAP Policy Manual, page 11, the application requirements state, "New applicants must be physically present to enroll in ADAP."

According to the Florida ADAP Policy Manual, page 21, the Client Enrollment state, "A new applicant, their court-appointed representative, legal representative, or legal guardian seeking assistance on their behalf must be physically present to enroll in ADAP."

According to the Florida ADAP Policy Manual, page 31, the application requirements state, "A new applicant, their court-appointed representative, legal representative, or legal guardian seeking assistance on their behalf must be physically present to enroll in ADAP."

Instructions

Effective immediately, the face-to-face requirement is no longer needed to complete eligibility for Ryan White Part B and/or ADAP.

This change means you may conduct eligibility face to face or use other acceptable and secure methods such as web-based applications, phone, email, mail, or video conferencing.

The policies and procedures relating to the above in this PCPN supersedes current language in the Florida HIV/AIDS Ryan White Part B Eligibility Procedures Manual document (dated June 2016) and the Florida ADAP Policy Manual (dated January 2017). Therefore, this Patient Care policy notice memorandum is in effect until the Florida HIV/AIDS Ryan White Part B Eligibility Procedures Manual document and the Florida ADAP Policy Manual document are updated to reflect the above changes.

If you have any questions regarding this PCPN, please contact Tammy Cuyler, ADAP Field Operations Team Lead, at 850-901-6691 or tammy.cuyler2@flhealth.gov.

Enclosure(s):

cc:

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