

VIRAL LOAD LAB RESULTS REQUIREMENT

Objective

A current Viral Load (VL) lab result will be required to complete the re-assessment for the Ryan White Part A/MAI Program (RWP). “Current” is defined as a VL lab result that is *no more than six (6) months old* at the time of the re-assessment. A CD4 lab result is optional following the latest U.S. Department of Health and Human Services (DHHS) treatment guidelines.

Procedure

Required documentation - If a current VL lab result is not already in the SDIS, RWP clients will be required to provide a current copy of the VL lab result to complete the RWP re-assessment.

Implication - Medical case managers and peers will not be able to complete the RWP re-assessment with a missing or outdated (older than 6 months) VL lab result in the SDIS; billing for Medical Case Management (MCM) and Peer Education and Support Network services (PESN) rendered will not be processed for these clients. This is necessary to properly monitor and report on client health outcomes along the HIV Care Continuum in a timely manner.

Specifics:

- **New clients** will be given until the initial RWP comprehensive health and financial re-assessments are complete to obtain and provide a current VL lab result. In addition, a current VL lab result that is no more than six (6) months old will be required at the time of each RWP re-assessment thereafter.
- **Established clients** will be given an initial grace period after implementation of the “VL Lab Results Requirement” protocol (December 2016 - February 2017); MCM/PESNs will be able to bill for services during this grace period. Beginning March 1, 2017, a current VL lab result will be required to complete all RWP re-assessments. Billing will not be processed for MCM/PESN services for clients whose VL lab results are not current in the SDIS. Clients should be informed of this change.
- The **SDIS** will alert the user (MCM, PESN, etc.) with a pop-up message (“Missing or Outdated VL labs”) when signed on to specific client records that meet the RWP’s missing or outdated VL lab result criteria.

Monitoring Implementation

This protocol will be monitored by Miami-Dade County Office of Management and Budget and Behavioral Science Research (BSR), the contracted quality management provider, to evaluate effectiveness in eliminating missing or outdated VL lab results; to identify barriers that may hinder access to care for RWP clients; and to measure client health outcomes along the HIV Care Continuum.