Viral Load Protocol - review
Miami-Dade County Ryan White Program

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Ryan White Program Service Provider Forum
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Behavioral Science Research Corporation

BEHAVIORAL SCIENCE RESEARCH

MIAMI-DADE HIV/AIDS PARTNERSHIP

MIAMI-DADE COUNTY

Summary

NEW VIRAL LOAD (VL) LABS PROTOCOL (2017)

- Released   11/30/2016
- Effective   3/01/2017
- Requires "current" VL lab every 6 months
- All RWP clients

Management and Budget
Grants Coordination
Ryan White Program
111 NW 1st Street • 22nd Floor
Miami, Florida 33128

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MIAMI-DADE
COUNTY

November 30, 2016

Dear Ryan White Program Subrecipient:

In an effort to improve tracking and reporting of client health outcomes, this office is [implementing?] a new requirement to obtain viral load lab test results for clients enrolled in the Ry[an White Part] A/Minority AIDS Initiative (MAI) Program. This is necessary in order to properly mon[itor and report] on changes in the health of our clients as they move along the HIV Care Continuum [toward viral] suppression. Implementation is also necessary to ensure compliance with fed[eral reporting] requirements.

Please see the attached "Viral Load Lab Results Requirement" document for deta[ils. The] roll out begins immediately, and the requirement becomes fully effective March 1, [2017.]

If you have questions, please call your Technical Assistance contact at Beha[vioral Science] Research Corporation (BSR), at 305-443-2000; or contact Carla Valle-Schw[enk, Program] Administrator, by phone at 305-375-3546 or by email at cvalle@miamidade.gov. [Thank you for] your understanding and cooperation.

Sincerely,

Daniel T. Wall
Assistant Director

Attachment

c: Carla Valle-Schwenk, Program Administrator, OMB
      Dr. Robert Ladner, President, BSR
      Dr. Francisco Sastre Senior Administrator, BSR

VIRAL LOAD LAB RESULTS REQUIREMENT

Objective

A current Viral Load (VL) lab result will be required at the time of each 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 at the time of each RWP re-assessment.

Implication -Billing for Medical Case Management (MCM) and Peer Education and Support Network services (PESN) rendered will not be processed for clients with a missing or outdated (older than 6 months) VL lab result in the SDIS. 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, 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.

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VL Protocol - specifics

REQUIREMENT

- "Current" VL lab at the time of RWP re-assessment required
- *def.* VL lab no more than six (6) month old at time or re-assessment

PROCEDURE

- Clients/MDs to provide VL lab if current lab is not in the SDIS
- SDIS alerts when missing or outdated VL lab
- MCM/PESN billing will not be processed until VL lab is current

IMPLEMENTATION MONITORING

- Monthly missing VL reports (ACMS)
- Missing VL data trends (BSR)

Background

GOAL

- Determine more accurate level(s) of RiC and VL Suppression

OBJECTIVES

- Reduce number of missing VL labs in the SDIS
- Measure, monitor, and report accurate levels of Retention in Care
- Measure, monitor, and report accurate levels of VL Suppression
- Monitor and track program impact on health outcomes

SHORT-TERM IMPLICATIONS

- Reporting period modifications
- Large number of cases with missing VL
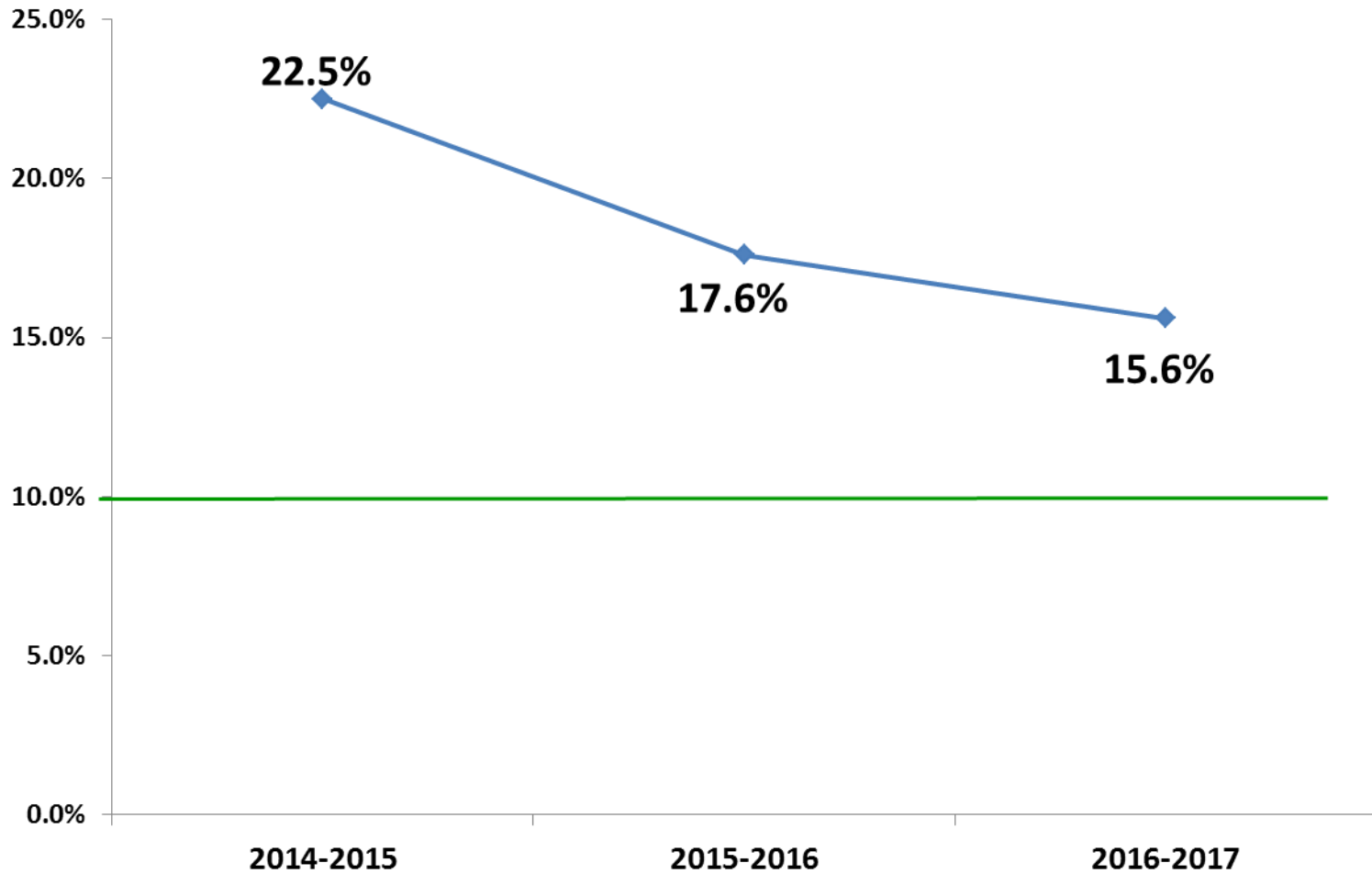- Billing procedure questions

Missing VL Reports

Viral Load Protocol →

	PREVIOUS **Missing VL** CY of reporting period (9/1/2016 - 3/1/2017)	NEW **Missing "current" VL** 6-month reporting period (9/1/2016 - 3/5/2017)	NEW (revised) **Missing "current" VL** 7-month reporting period (9/1/2016 - 4/1/2017)
RWP clients (n)	8,225	8,224	8,272
Missing VL (n)	506	2,661	1,592
Missing VL (%)	6.2%	32.4%	15.5%

Missing VL data – by the years

Missing VL data – by client category

Client Category	2014-2015	2015-2016	2016-2017
RWP missing VL Total	22.5%	17.6%	15.6%
RWP Clients only	16.7%	13.4%	9.7%
OON Referral Clients (receiving RWP servs.)	82.5%	65.9%	63%

RWP Clients Total (n)	9,629	9,761	10,070

VL Protocol Technical Assistance (TA)

MONITORING

- Monthly missing VL reports (ACMS)
- Quarterly QM Report Card (BSR)

QUALITY MANAGEMENT SUPPORT

- Record reviews, desk audits, system assessment
- Recommendations
- Follow-up

FEEDBACK

- VL data technical issues in the SDIS
- VL Protocol

Thank you very much!