



Maricopa County
Ryan White Part A Program
Policies and Procedures
for Oral Health Services

PURPOSE:

To guide the administration of Ryan White Part A (RWPA) Program's **Oral Health Services** (a core medical service under a core medical service under the Ryan White HIV/AIDS Treatment Extension Act of 2009). The administration of funds must be consistent with RWPA client eligibility criteria and the service category definitions established by the Phoenix EMA RWPA Planning Council.

DEFINITION:

Oral Health Services include diagnostic, therapeutic dental care which is in compliance with state dental practice laws, includes evidence-based clinical decisions that are informed by the American Dental Association Dental Practice Parameters, is based on an oral health treatment plan, adheres to specified service caps, and is provided by licensed and certified dental professionals.

POLICIES:

- Services must be provided by dental professionals (i.e. general dentist practitioners, dental specialists, dental hygienists and auxiliaries) certified and licensed according to state guidelines.
- Ensure clinical decisions are informed and supported by the American Dental Association Dental Practice Parameters.
- Only Services under the approved dental benefit plan are supported by RWPA funding.

ALLOWABLE SERVICES

- Security Deposits
- Utility Deposits
- Rental Payments
- Utility Allowance Payments
- Application Fees
- Credit Checks
- Criminal Background

PERSONNEL QUALIFICATIONS AND TRAINING REQUIREMENTS

Housing staff providing services to clients participating in housing services must be trained to provide these services to persons experiencing homelessness, persons at risk of homelessness, and persons living in subsidized housing programs.

Housing staff must also receive supervision by a senior member with experience and skill in the field.



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CLIENT CHARTING:

- 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 a brief summary of what was communicated in adherence with the client charting definition.
- 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.

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	Dental Services	Dental services provided through direct dental including preventive, restorative and emergency.	Entered into CAREWare under actual client name.	Date HIV service was completed	1 unit = 1 <i>Appropriate medical code</i>	Actual Cost



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Unit Information			CAREWare Data Entry Components			
Unit Category	Unit Name	Unit Description	Client Name	Date	Unit Measure	Price
Line Item Unit	OH - 01... through OH - 10...	Corresponding units are named OH – O1 Salaries, OH– 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

CLIENT RIGHTS AND RESPONSIBILITIES

Subrecipients providing services are required to have a statement of client rights and responsibilities posted and/or accessible to the client. Each subrecipient will take all necessary actions to ensure services are provided in accordance with the client rights and responsibilities statement and that each client fully understands his or her rights and responsibilities.

CLIENT RECORDS, PRIVACY AND CONFIDENTIALITY

Subrecipients providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of clients' Personal Health Information (PHI). Subrecipients must have a client release of information policy in place and must review the release regulations with the client before services are rendered. A signed copy of the release of information form must be kept in the client's CAREWare record. Information on all clients receiving Ryan White Part B funded services must be entered in the HRSA sponsored CAREWare Database managed by the RWPA Program.

All communications made with or on behalf of the client are to be documented in the client chart and must include a date, length of time spent with client, person(s) included in the encounter, and brief summary of what was communicated. Any records that do not include authenticated signatures of budgeted contract staff providing services will be considered unallowable units, and will not be reimbursed.

Client records must be retained for a minimum of 6 years following the completion of the grant year.

CULTURAL AND LINGUISTIC COMPETENCY



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Subrecipients must adhere to the National Standards on Culturally and Linguistically Appropriate Services.

CLIENT GRIEVANCE PROCESS

Subrecipients must have a written grievance procedure policy in place that allows for 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 kept in the client's record.