



District of Columbia Department of Health Ryan White HIV/AIDS Program Policies and Procedures Customer Enrollment and Eligibility		Policies and Procedures Implementing office: HAHSTA Care and Treatment Division Ryan White HIV/AIDS Program Originally Issued: January 26, 2022 Revised/Reviewed: 1/7/2026
Program Approval:  _____ Ebony Fortune Deputy Chief, Care and Treatment Division/HAHSTA	Recipient Authorization:  _____ Avemaria Smith Chief, Care and Treatment Division/HAHSTA	Effective Date: 1/23/2026 Valid Through Date: 2/28/2027
I. SUBJECT Enrollment and Eligibility Requirements for Ryan White HIV/AIDS Program (RWHAP) Services		
II. PURPOSE The purpose of this policy document is to outline expectations for determining customer eligibility to receive Ryan White medical and/or support services and to provide general guidance on the use of the Centralized Eligibility System.		
III. DEFINITIONS	DC Pharmacy Benefits Program (PBP) (formerly known as DC ADAP) - PBP provides HIV-related prescription drugs to under insured and uninsured individuals living with HIV/AIDS. Affected Individual - people not identified with HIV who may be eligible for HRSA RWHAP services in limited situations, but these services for affected individuals must always benefit the person living with HIV (PLWH). Centralized Eligibility System - a system whereby network providers can upload and access Ryan White HIV/AIDS Program services eligibility fields and documentation for shared customers. Eligibility records and supporting documents can be viewable across providers of shared customers. Documentation - includes a customer's proof of ID, proof of diagnosis, proof of residency, documentation of income, and verification of insurance to be eligible and receive Ryan White HIV/AIDS Program services. Early Intervention Services (EIS) - a Ryan White service category that focuses on the identification of individuals at points of entry and access to services. It includes the provision of targeted HIV testing, referral services, linkage to care, and health education/literacy training that enable clients to navigate the HIV system of care. Eligible Metropolitan Area (EMA) - geographic regions that are heavily impacted by a particular disease, disparity and/or inequity of health, in this case, HIV/AIDS, and are appropriate for funding as deemed by the Health Resource and Services Administration (HRSA). According to the HRSA, Metropolitan areas with a cumulative total of more than 2,000 cases of AIDS during the	

most recent 5-year period and a population of 500,000 or more are eligible for funding as Eligible

Metropolitan Areas (EMAs). For more information on EMAs, visit: *HRSA Part A: Grants to Eligible Metropolitan and Transitional Areas*.

The Washington, DC, Eligible Metropolitan Area (DC EMA) consists of the following areas:

- **District of Columbia (Washington, DC)**
- **Northern Virginia:** City of Alexandria, Fairfax City, Falls Church City, City of Fredericksburg, Manassas City, Manassas Park City, and the counties of Arlington, Clarke, Culpeper, Fairfax, Fauquier, King George, Loudoun, Prince William, Spotsylvania, Stafford and Warren
- **Counties of Suburban, Western and Southern Maryland:** Prince George's County and Montgomery County (Suburban), Frederick County (Western), Calvert County and Charles County (Southern)
- **West Virginia:** Berkeley County and Jefferson County

Eligibility - the state of having the right to do or obtain something through satisfaction of the appropriate conditions. For the Ryan White program, customers or family/household members must provide requested documents to establish eligibility for Ryan White funded services. Legislation under The Ryan White HIV/AIDS Program Comprehensive AIDS Resources Emergency (CARE) Act provides a set of criteria that qualify participants to receive and/or deliver services. For details on eligibility qualifications, visit: *PCN 13-02: Ryan White Program Client Eligibility Determinations and Recertifications Requirements*.

Enrollment - to actively enroll in a RWHAP to provide a continuum of healthcare and support services.

Insurance Status - an individual's status regarding whether they have an insurer to pay for their health care claims. There are several insurance status categories. These include employer-sponsored insurance, Medicaid, Medicare, DC Alliance, and other entitlement programs referred to as third parties. Individuals enrolled in such programs are considered insured. Sometimes the limits imposed by insurers/third parties do not cover the health or support services needed. These individuals are *underinsured*. Finally, individuals without any type of insurance coverage are *uninsured*.

Part B Status Neutral Program - a comprehensive program that uses linkage and adherence support to provide evidence-based biomedical interventions (such as, PrEP for HIV-negative individuals and ART for HIV-positive individuals **regardless of HIV status**). It focuses on four components of coordination: case finding/linkage to care/ navigation services; rapid prescription of biomedical interventions (ART/PrEP); treatment adherence and retention strategies; and customer re-engagement and recapture efforts.

Personally Identifiable Information (PII) - refers to a broad classification of information that can be used to identify, contact, or locate a single person, either directly or when combined with other information. Examples of PII include:

- Name
- Social Security Number

	<ul style="list-style-type: none"> • Date and Place of Birth • Mother’s Maiden Name • Biometric Records • Date of Birth • Zip Code <p>Returning Citizen - the transition from incarceration back into the community</p> <p>Release of Information – refers to the formal authority an individual gives to release or share a specific portion of their personal health record with another person or organization.</p> <p>Residency - documented evidence of the city, state, and sometimes county where a potential RWHAP customer lives.</p> <p>Ryan White HIV/AIDS Program - the program funded by the Ryan White Comprehensive AIDS Resources Emergency (CARE) Act. It is regulated by Federal legislation created to address the health care and service needs of people living with HIV/AIDS (PLWHA) and their families in the United States and its territories. These regulations emphasize providing lifesaving and life-extending services for PLWHA.</p> <p>Ryan White HIV/AIDS Program Customer - individuals who meet the Ryan White HIV/AIDS Program eligibility criteria to receive HIV/AIDS treatment and related services as prescribed within the servicing EMA.</p> <p>Ryan White HIV/AIDS Program Eligible Service Categories</p> <table> <tr> <td>Early Intervention Services</td><td>Emergency Food Assistance</td></tr> <tr> <td>Food Bank and Home-Delivered Meals</td><td>Health Education and Risk Reduction</td></tr> <tr> <td>Health Insurance Premium and Cost-Sharing Program</td><td>Home and Community-Based Care</td></tr> <tr> <td>Linguistic Services</td><td>Housing Services</td></tr> <tr> <td>Medical Nutrition Therapy</td><td>Medical Case Management</td></tr> <tr> <td>Mental Health Services</td><td>Medical Transportation</td></tr> <tr> <td>Oral Health</td><td>Non-Medical Case Management</td></tr> <tr> <td>Outreach Services</td><td>Outpatient Ambulatory Health Services</td></tr> <tr> <td>Substance Abuse Outpatient Services</td><td>Other Professional Services</td></tr> <tr> <td></td><td>Psychosocial Support Services</td></tr> </table> <p>Self-Attestation - a standardized form that customers may complete and sign to confirm that there have been no changes to their Ryan White HIV/AIDS Program eligibility status or to the most recently submitted documentation regarding residency, income, and insurance coverage. Unless otherwise specified, self-attestation forms may only be utilized once every two years.</p> <p>Self-Employment - When a person generates income through their own profitable efforts (their own business or odd jobs), rather than receiving a salary as an employee.</p>	Early Intervention Services	Emergency Food Assistance	Food Bank and Home-Delivered Meals	Health Education and Risk Reduction	Health Insurance Premium and Cost-Sharing Program	Home and Community-Based Care	Linguistic Services	Housing Services	Medical Nutrition Therapy	Medical Case Management	Mental Health Services	Medical Transportation	Oral Health	Non-Medical Case Management	Outreach Services	Outpatient Ambulatory Health Services	Substance Abuse Outpatient Services	Other Professional Services		Psychosocial Support Services
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IV.	<p>1. Enrollment and Eligibility Requirements</p> <p>In alignment with HRSA Policy Clarification Notice (PCN-21-02), Ryan White HIV/AIDS Program (RWHAP) providers must conduct annual eligibility screenings to determine whether a customer’s income or residency status has changed. While providers may accept a customer’s self-attestation of “no change” during these screenings, self-attestation is permitted only once every two years and cannot be used in consecutive annual confirmations. Customers seeking PBP services in the District of Columbia must be screened and recertified for eligibility annually.</p>																				

Eligibility for Ryan White HIV/AIDS Program (RWHAP) services is determined based on the following criteria:

- **HIV-positive status:** Upon initial intake, a one-time proof of confirmed diagnosis of HIV by a laboratory report (e.g., Western Blot, antibody test, detectable viral resistance test result, 4th generation testing, or detectable viral load test) or an official, signed and dated statement from a medical provider is required.

Affected individuals (with an HIV-negative status) may be eligible for services in limited situations. Services for affected individuals must always benefit a person with HIV (PLWH) and may not continue after the death of said person. Services for affected individuals are permissible under the following circumstances:

- a. The primary purpose of the service is to enable the affected individual to participate in the care of a PLWH.
- b. The service directly enables a PLWH to receive needed medical or support services by removing an identified barrier to care.
- c. The service promotes family stability for coping with the unique challenges posed by HIV.

Early Intervention Services (EIS) and the Ryan White Part B Status Neutral program are the only provisions of service within the Washington, DC EMA that entail a status-neutral approach and provide direct services to individuals representing focus populations regardless of HIV status. EIS and Part B Status Neutral focus on activities that meet the needs of disproportionately affected populations overall, rather than dividing services into either HIV prevention or HIV care.

- **Residency:** The acceptable documents for proof of residency in the Eligible Metropolitan Area (EMA) may include, but are not limited to:
 - current lease or mortgage statement
 - deed settlement agreement
 - current identification (driver's license, learner's permit, or non-driver's identification) issued by a jurisdiction within the EMA
 - consulate-issued identification reflecting customer's residency within the EMA
 - current federally recognized, tribal-issued ID card
 - current voter registration card
 - federal, state, or local department of corrections-issued ID (within 60 days of release)
 - printout from offender search website (within 60 days of release)
 - health insurance/utility bill (past 60 days)
 - property tax bill or statement (past 60 days)
 - rent receipt showing applicant's name and address (past 60 days)
 - two consecutive pay stubs showing the applicant's name and current address (past 60 days)
 - bank statement showing the applicant's name and current address (past 60 days)

- document from any federal/state/local government agency addressed to applicant (within 1 year)
- active (unexpired) homeowner's or renter's insurance policy
- a signed and dated letter from a family member or friend attesting that the customer resides with them, at an address within the EMA
- on-screen verification of Medicaid benefits on Medicaid.gov
- DC Healthcare Alliance Proof of DC Residency form
- Signed and dated PBP Recertification Self-Attestation Form, Maryland AIDS Drug Assistance Program (MADAP) Semiannual Verification Notice, or Virginia Medication Assistance Program (VA MAP) Recertification Application
- current (unexpired) membership photo ID card issued by a community-based organization, indicating the customer's name and address as well as the card's expiration date

Returning Citizens and/or Homeless: customers who lack a permanent, stable address must be able to demonstrate homelessness or other transient/temporary residency status through one of the following:

- a completed signed and dated Self-Attestation indicating homelessness or non-traditional habitation outside the boundaries of a physical address, institution, or homeless shelter
 - a completed signed and dated statement from a Case Manager at a facility where the customer visits, resides, or receives services, attesting to the homeless status of the customer
 - a completed signed and dated letter from a family member or friend attesting that the customer resides with them at an address within the EMA
- **Insurance status:** Enrollment in and/or eligibility for other payer sources generally disqualifies customers from receiving Ryan White services, EXCEPT during special instances where third party payment is unavailable (e.g., a waiting period; gaps in coverage; underinsured; missed open enrollment; security and confidentiality concerns) and is demonstrable via supporting documentation. Subrecipients should not deny veterans who have Veterans Administration (VA) health benefits from receiving Ryan White Services.
 - **Income:** Customer income may not exceed 500% of the Federal Poverty Level (FPL). Income sources should be reported by the applicant and any household members for whom customers have legal responsibility. For each income source, the applicant must indicate the gross amount, how often the income is received, and whether the income belongs to the customer or the customer's household member.

The following are acceptable forms of proof of income:

Income Source	Required Documentation
Work income (salaries, wages, tips, commissions, bonuses)	Paystub or earnings statement, showing the year-to-date earnings, hours worked, and dates covered by the paystub/statement (within the last two months)

		OR
		A letter from the employer (on company letterhead) showing the gross pay for the last 12 months
		OR
	Self-employment income	A copy of the most recent federal, state, or local annual income tax return
		Business records (e.g., receipts, journals, manifests, etc.) within 12 months prior to application, indicating the type of business, gross income, and net income
		OR
		A copy of the most recent federal, state, or local annual income tax return
	Rental Income	OR
		An attestation from the customer indicating projected current annual income signed and dated (within 12 months of application)
		Copy of the current lease the customer has with tenants (within 12 months)
	Unemployment benefits	OR
		A copy of the most recent federal, state, and local annual income tax return
		Unemployment paystubs (within 12 months)
	Notice from a government agency that verifies income eligibility	OR
		If the benefit is being directly deposited into a bank account, a bank statement can be used as proof of benefit if the statement lists where the deposited amount is coming from (within 12 months)
		Letters from agencies (e.g., Medicaid, the Social Security Administration, Veterans Administration, etc.) indicating income or benefit amount (e.g., Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI), Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), etc.) (within last 12 months)
	Alimony/child support/pension/retirement	Statement of monthly income
	Self-reported income	Self-attestation reporting cash-only income

	<table> <tr> <td data-bbox="391 186 976 369">No income</td><td data-bbox="976 186 1570 369">A “proof of no income” letter that identifies the source of the applicant’s food and shelter. This letter shall be signed and dated by the customer and include a contact phone number</td></tr> <tr> <td data-bbox="391 369 976 407"></td><td data-bbox="976 369 1570 407">OR</td></tr> <tr> <td data-bbox="391 407 976 512"></td><td data-bbox="976 407 1570 512">Signed and dated zero-income attestation document showing the applicant’s current address in the EMA</td></tr> <tr> <td data-bbox="391 512 976 550"></td><td data-bbox="976 512 1570 550">OR</td></tr> <tr> <td data-bbox="391 550 976 661"></td><td data-bbox="976 550 1570 661">Signed and dated letter from a supporting friend or family member stating how they support the applicant</td></tr> </table>	No income	A “proof of no income” letter that identifies the source of the applicant’s food and shelter. This letter shall be signed and dated by the customer and include a contact phone number		OR		Signed and dated zero-income attestation document showing the applicant’s current address in the EMA		OR		Signed and dated letter from a supporting friend or family member stating how they support the applicant
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	<p>2. Centralized Eligibility System Requirements</p> <p>DC Health’s Ryan White Program requires service providers to utilize a Centralized Eligibility (CE) System to document customer eligibility. CE enables Ryan White service providers and authorized HAHSTA staff to review customers’ eligibility information and documentation using CAREWare.</p> <p>For all Ryan White customers, the following documentation must be uploaded by subrecipients during eligibility screening:</p> <ul style="list-style-type: none"> • HIV Status Verification • Proof of Income • Proof of Residency • Proof of Insurance • Release of Information Form (only for customers who consent) <p><i>Note that all subrecipients are expected to upload customer eligibility documents into CAREWare as soon as possible but no later than the 10th business day of the following month.</i></p> <p>Release of Information Form</p> <p><i>The use of centralized eligibility by Ryan White subrecipients in the Washington, DC EMA requires the use of a release of information for all customers who consent to having their eligibility documentation uploaded and shared through the centralized eligibility system.</i></p> <p>The CE system stores eligibility documentation for Ryan White customers and is accessible by all the customer’s network service providers. Since customer Personally Identifiable Information (PII) will be shared, it is imperative that subrecipients obtain and upload a signed customer Release of Information (ROI).</p> <p>The core requirements to be included in the ROI document are:</p> <ul style="list-style-type: none"> • A specific description of the information that will be used. 										

	<ul style="list-style-type: none"> • The name of the authorized person and organization requesting the information. • The name of the person and organization with whom the requestor will share the requested information • A specific description of the purpose of sharing the requested information. • An expiration date for the disclosure which expires 365 days from the date of customer signature • The signature of the individual whose information is requested, or the signature of an authorized representative with a description of the representative's authority <p>For detailed information on Release of Information, See: <i>Appendix of the DC EMA CAREWare Centralized Eligibility System User Guide Version 2025</i></p> <p>Customers that do not consent to have their eligibility information shared across the Ryan White network of providers may opt out by signing an "Opt Out" statement. Services will not be denied to customers that opt out of CE.</p>
V. Key Contacts	Ebony Fortune, Deputy Chief, Care and Treatment Division/HAHSTA, 202.671.4900 or Ebony.Fortune@dc.gov
VI. Related Documents, Links, Forms, and Tools	<p>DC EMA CAREWare Centralized Eligibility System User Guide Version 2025</p> <p>PCN 16-02 RWHAP: Eligible Individuals & Allowable Uses of Funds</p> <p>PCN 13-02: Ryan White Program Client Eligibility Determinations and Recertifications Requirements</p> <p>PCN 21-02: Determining Client Eligibility & Payor of Last Resort in the RWHAP</p> <p>HRSA Part A: Grants to Eligible Metropolitan and Transitional Areas</p>