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Alabama Ryan White Part B Service Standards

Outpatient Ambulatory Health Services

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Purpose

This Service Standard was prepared by the Alabama Department of Public Health (ADPH) Office of HIV Prevention and Care (OHPC) and the United Way of Central Alabama (UWCA) in consultation with Organizational Ideas (a technical assistance provider), with stakeholder input to guide the delivery of high-quality services for people with HIV (PWH). This document contains the minimum requirements Ryan White Part B (RWPB) providers are expected to meet when delivering HIV care and support services funded by RWPB. Providers may exceed these standards. These standards will also provide a basis to evaluate the RWPB services. Please note that all RWPB Service Standards expectations also apply to Health Resources and Services Administration (HRSA) Ending the HIV Epidemic in the U.S. (EHE)-funded services unless exceptions are noted.

Definitions and Descriptions

The description under the “Standard” column outlines the required activities that must be provided to the client receiving the RWPB service. The “Documentation” column provides the documents that must be maintained by the provider delivering the service. The Service Standards contain the following major elements:

- **Agency & Personnel Requirements:** The minimum required education, certification, experience, and facility requirements that are needed to provide the

RWPB service.

- **Eligibility & Intake:** Eligibility refers to the current statewide criteria for receiving services through RWPB as outlined in the RWPB Universal Standard. The agency must determine or confirm RWPB eligibility for the client prior to provision of services. Eligibility may occur during intake or through a stand-alone process. Intake is the process of collecting information to determine the client's immediate service needs.
- **Assessment:** The Assessment is an evaluation of need conducted by qualified personnel to determine if there is a need for the RWPB service. The evaluation must render the determination for referral or provision of service. It must include the elements listed in the standard. The documentation of the evaluation of need is determined by the agency.
- **Provision of Services:** The provision of services are the activities or services that are provided to the client. Where appropriate, a Service Plan should address the client's assessed needs with a timeline to resolve the need(s).
- **Transition/Discharge:** Transition/Discharge refers to the release or cessation of the RWPB service. Transition or Discharge may occur in conjunction with the transition or discharge from the agency's program, when the client no longer needs or meets the criteria for the service, when the client is transitioned to another care provider, or when a client is deceased.
- **Case Closure:** When a client is discharged or transitioned to another care provider, the services will cease and the case is closed.

I. HRSA Service Category Definition

Outpatient/Ambulatory Health Services (OAHS) provide diagnostic and therapeutic-related activities directly to a client by a licensed healthcare provider in an outpatient medical setting. Outpatient medical settings may include clinics, medical offices, mobile vans, using telehealth technology, and urgent care facilities for HIV-related visits.

II. Program Guidance

All services provided within this category must be consistent with Department of Health and Human Services (DHHS) HIV Guidelines and Infectious Disease Society of America Primary Care Guidance for Persons With Human Immunodeficiency Virus, including those addressing the needs of specific populations, comorbidities, and stage of infection.

Diagnostic and laboratory tests must be integral to the treatment of HIV and related complications, necessary based on established clinical practice, and ordered by a licensed provider. In addition, these tests must be consistent with medical and laboratory standards and approved by the Food and Drug Administration and/or certified under the Clinical Laboratory Improvement Amendments (CLIA) Program.

Treatment Adherence activities provided during an Outpatient/Ambulatory Health Service visit are considered under the Outpatient/Ambulatory Health Services whereas treatment adherence activities provided during a Medical Case Management visit are considered in the Medical Case Management services.

III. Key Service Components and Activities

Allowable activities include:

- Medical history taking
- Physical examination
- Diagnostic testing (including HIV confirmatory and viral load testing) and laboratory testing
- Treatment and management of physical and behavioral health conditions
- Behavioral risk assessment, subsequent counseling, and referral
- Preventive care and screening
- Pediatric developmental assessment
- Prescription, and management of medication therapy
- Treatment adherence
- Education and counseling on health and prevention issues
- Referral to and provision of specialty care related to HIV diagnosis, including audiology and ophthalmology

Not allowable:

- Non-HIV-related visits to urgent care facilities
- Emergency room services
- Inpatient services
- Pre-Exposure Prophylaxis (PrEP)
- Non-occupational Post-Exposure Prophylaxis (nPEP)

For common components required for all RWPB services, please see the RWPB Universal

Service Standard. Key service components and activities are noted in the Service Standards below.

ADPH Service Standards:

Standard	Documentation
1. Agency & Personnel Requirements	
1.1) Ensure that all physicians, pharmacists, and all other licensed health care professionals providing services to clients possess current licensure and/or certification.	1.1) Current licensure to practice in the State of Alabama or a multi-state license, which is recognized by the State of Alabama with proof of licensure on file at the agency.
1.2) Staff must continue to fulfill the requirements of their individual disciplines to maintain their license, if applicable.	1.2) Copies of continuing education and related licensure or certification renewals with license/certificate number.
2. Eligibility & Intake	
2.1) Subrecipient must conduct or confirm eligibility consistent with statewide eligibility requirements. All clients must have an active eligibility at the time of service.	2.1) Active eligibility for RWPB in client's record during the service delivery period.
2.2) Complete intake within 10 business days of referral.	2.2) Intake completed within 10 business days of referral.
3. Assessment	
<p>3.1) Comprehensive Assessment includes initial medical history and physical examination performed within 20 business days of intake. This should include the following:</p> <ul style="list-style-type: none"> • Oral health assessment, including examination of the oral cavity. • Psychosocial/mental health assessment, including barriers to care, evaluation of social support, screening for depression, general anxiety disorder, trauma, and PTSD. • Substance use screening and assessment, including use of tobacco, alcohol, recreational drugs. • Nutritional assessment. 	3.1) Client's record includes all elements of medical history, physical examination, date of last medical visit, antiretroviral treatment history, most recent CD4 and viral load test results completed within 20 business days of intake.

4. Provision of Services	
4.1) Ensure that medical management of HIV infection and provision of services is in accordance with Department of Health and Human Services (DHHS) HIV Guidelines.	4.1) Client's record includes dated progress notes reflecting service provision consistent with DHHS HIV Guidelines.
4.2) Laboratory test results reflect provider review within 24 hours for critical results and 5 business days for other results.	4.2) Client record includes test and review dates at 24 hours for critical results, and 5 business days for other results.
4.3) Refer for specialty care as medically appropriate.	4.3) Client record reflects referrals and reasons for referrals.
5. Transition/Discharge	
5.1) See Universal Standard	
6. Case Closure	
6.1) See Universal Standard	

Resources

1. Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) Policy Clarification Notice (PCN) #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>
2. Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2023-rwhap-nms-part-b.pdf>
3. Federally Approved Clinical Practice Guidelines for HIV/AIDS:
<https://clinicalinfo.hiv.gov/en/guidelines>
4. Clinical Practice Guidance for Persons With Human Immunodeficiency Virus: 2020 Update by HIVMA/IDSA: <https://www.idsociety.org/practice-guideline/primary-care-management-of-people-with-hiv/#null>