Units of Service

Intended Audience

■ All ARIES Users

Policy Background

ARIES utilizes units of services (UOS) to quantify services provided to clients. UOS are comprised of four components (See Figure A):

■ **Unit of Service**: The number of Measurement Units for a given service. The number must be between 1 and 999.99.

■ **Rate**: The cost per Measurement Unit. This field cannot be left blank, though zero (0) is acceptable.

■ **Measurement Unit**: The unit by which services are quantified. These units are **standardized across all programs** to allow for comparative analysis between and within programs, agencies, counties, regions, and the state. There are ten measurement units in ARIES:

■ 15 Minutes	■ Item
■ Hour	■ System
■ Day	■ Test
■ Week	■ Transaction
■ Month	■ Visit

■ **Total Cost**: The Unit of Service multiplied by the Rate equals the Total Cost. This is a self-calculating field in ARIES.

Units of Service *	4	@ $	15.00	per	15 Minutes	▾	= $	60.00	Total

• Figure A. Units of Service

It should be noted that the measurement unit called Visit is not used frequently in ARIES. However, ARIES converts the appropriate services into "visits" when generating the Ryan White Program Data Report (RDR) and the Ryan White Services Report (RSR).

Procedures

Providers should consider these guidelines when trying to determine the UOS for a particular service:

■ Include the following activities, as applicable, when calculating the UOS for services that have time-based measurement units: locating the client; scheduling appointments; making reminder calls; preparation time; reviewing the client's chart; travelling for home or field visits; providing the actual service; immediate (i.e., within two weeks) follow-up activities related to the actual service; and documenting the activity in the client chart and/or in ARIES.

■ Round up as necessary. For example, medical case management is measured in 15 minutes increments but a particular client's visit is actually 23 minutes long. The UOS should be entered as two units at 15 minutes apiece.

■ Allot each client the total units for group-related services. For instance, five clients attend a one hour support group. The service should be recorded for each client as four units at 15 minutes apiece.

■ Report the time dedicated to each client during multi-disciplinary case conferencing only once if the providers are from the same agency. However, if the providers are from multiple agencies, each provider should enter the service under their agency.

■ Enter one as the unit in the event that the units are unknown.

■ Enter the number of Days for Ryan White-funded housing assistance. For example, March's rent would be 31 Days.

■ Count services measured by Transaction as one unit rather than how long clients will use them. For example, a monthly bus pass should be counted as one Transaction not 30, or a 100-pill prescription should be counted as one Transaction not 100. In these cases, the actual costs should be entered into the Total Cost field. If desired, providers may use the Service Notes field to capture details about these services such as mileage, destination, vendor information, etc.

Additional Information

■ To view a list of the measurement units for each primary and secondary service, please consult the "ARIES Service Hierarchy" posted at www.projectaries.org > **Resources/Supporting Documentation**.