Improving Eligibility and Consent Documentation

September 20, 2012

Improving Data Collection

- The State Office of AIDS (OA) works with providers to improve the quality of data that is collected and entered into ARIES.
- Today we're going to discuss documentation of :
  - HIV Status Documentation
  - ARIES Client Share/Non-Share Consent Form Documentation

Why is HIV Status Documentation Important?

- All Ryan White Providers must screen and document client eligibility for services in the client file and the program database-ARIES.
- There are two eligibility documentation requirements:

1. **Proof of HIV status**
2. Proof of Residence

teamwork

Why is HIV Status Documentation Important?

- Under the law, RW programs must serve as the “payer of last resort” for eligible clients.
- Ensuring proper eligibility documentation is a major focus for HRSA.
- New monitoring standards focus on regular client eligibility screening and documentation.
- OA is required to monitor that all RW providers are in compliance with documenting client eligibility.

ARIES Client Share/Non-Share Consent Form and HIV Status Documentation in ARIES

- OA Programs require the ARIES Client Share/Non-Share Consent Form and HIV Documentation to be collected and entered into ARIES.

Eligibility Documents Data Elements	**Required for**		
	HIV Care Program	Medi-Cal Waiver Program	Housing Opportunities for People with AIDS
ARIES Consent form	X	X	X
HIV Documentation	X	X	X

*Please note that these requirements also apply to Ryan White Parts A, C, D, and F.

ARIES Client Share/Non-Share Consent Form

- Ensures that the client has consented to his or her personal information being entered into ARIES.
- Indicates whether or not the client will be a share or non-share client.
- Every agency that serves the client needs to retain its own form and enter it into ARIES…
  - For example, if Agency A and Agency B serve Client 1, both Agency A and Agency B need to have their own signed copies of the form in Client 1's chart and enter it into ARIES.

ARIES Client Share/Non-Share Consent Form

- Providers must ensure that clients renew the ARIES Consent Form once every three years.
- All providers should use the ARIES Consent Form dated July 2010, which is available at www.projectaries.org.

ARIES Client Share/Non-Share Consent Form

- A new form needs to be signed whenever clients change their share status. Each agency is responsible for identifying changes among their clients and obtaining new forms as needed. There are two ways to identify changes in share status:
  - Compare the share status on a client's "Agency Specifics" screen to the last signed consent form in the client's paper file.
  - Run the *Share Status Change Report*, which is located under Reports > Compliance, every 30 to 60 days. If there is a change, enter a Client Alert on the Agency Specifics screen to remind staff to obtain a new consent form when the client comes in for his or her next visit.

ARIES Client Share/Non-Share Consent Form

- Note that clients served in counties with “Local Share Mandates” are all share clients, with some exceptions.
- Providers under Local Share Mandates should obtain their county-specific ARIES Consent Forms from their administrative agencies.
- For information on becoming a “Local Share Mandate” county please review ARIES Policy Notice C6 – Local Share Mandate at: http://www.cdph.ca.gov/programs/aids/Documents/APN-C6.pdf

ARIES Client Share/Non-Share Consent Form

- Local Share Mandate Counties include:
  - San Bernardino/Riverside
  - San Diego
  - San Francisco
  - San Mateo
  - Santa Clara

HIV Documentation

- Ensures that providers have confirmed and documented the client's HIV status as part of client eligibility determination.
- In ARIES, this can include:
  - "HIV Letter of Diagnosis"
  - "Proof of Diagnosis"
- Note that you can select "Proof of Diagnosis" for other acceptable means of HIV proof, such as a confirmatory lab result.

HIV Documentation

- "HIV Letter of Diagnosis" or "Proof of Diagnosis" is generally collected at client intake and needs to be entered into ARIES one time only.
- For non-share clients, each agency needs to retain and enter its own HIV Letter of Diagnosis.
  - For example, if Agency A and Agency B serve Client 1, who is non-share, both Agency A and Agency B need to have documentation of HIV diagnosis in Client 1's chart and enter it into ARIES.

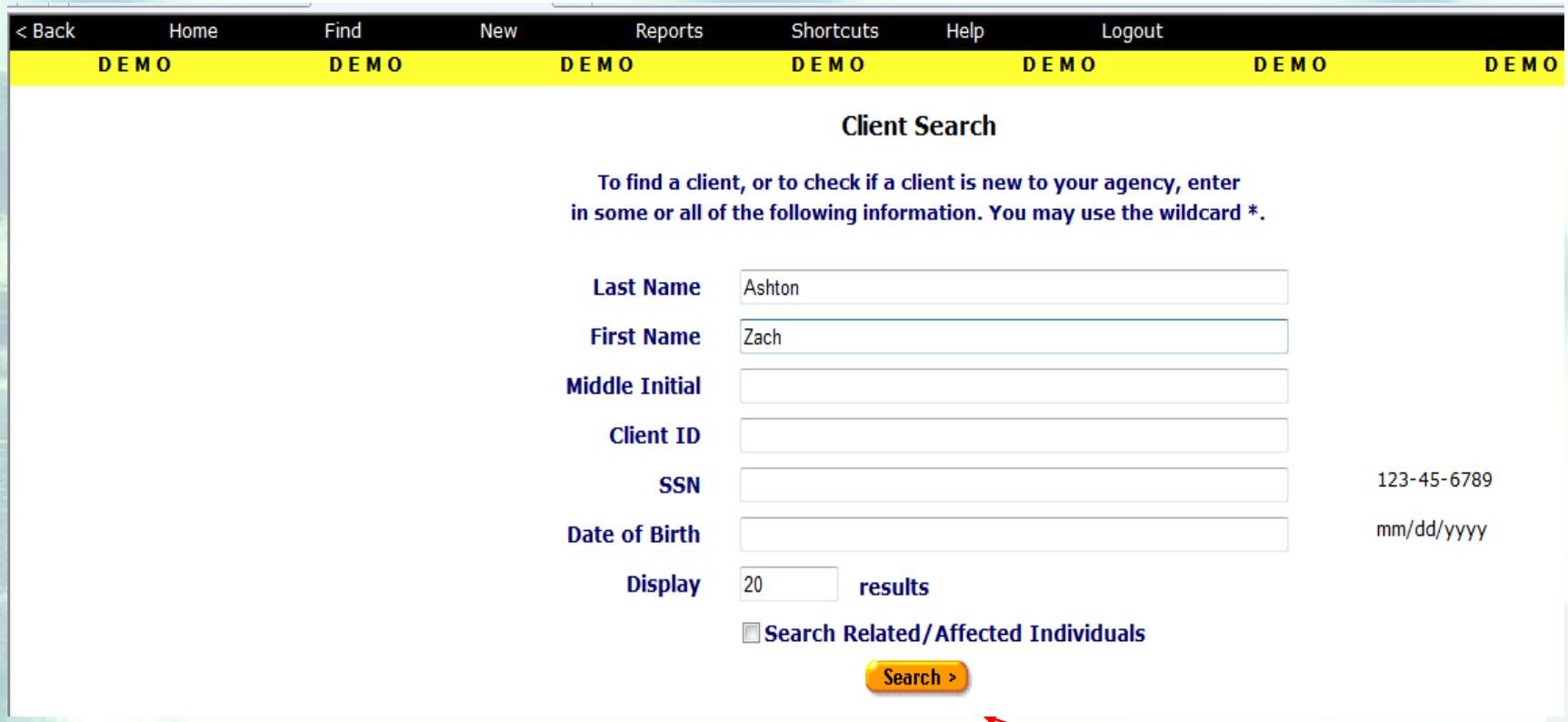
HIV Documentation

- For share clients, however, only one agency that serves the client needs to retain proof of HIV status.
  - For example, for a share client, if Agency A and Agency B serve Client 1, Agency A can have the client's proof of HIV+ status, and Agency B can rely on Agency A's record in ARIES in determining the client's eligibility.
  - In the above scenario, Agency B should also print out a paper copy of the Client 1's Eligibility Documents screen in ARIES and place it in the client's chart.

Entering Eligibility Documents

- We will review the steps for entering eligibility documents for a client in ARIES.
- We will also give tips for collecting this information accurately.

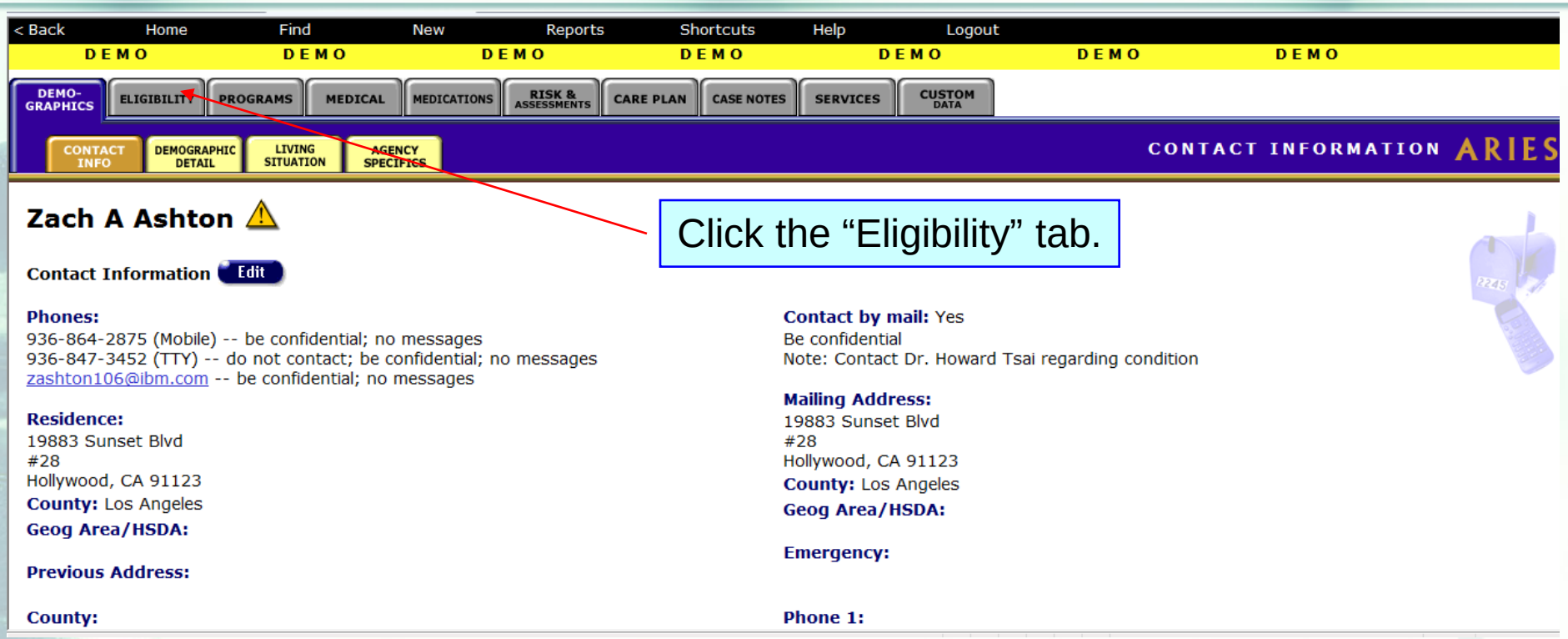
Begin by searching for the client record.



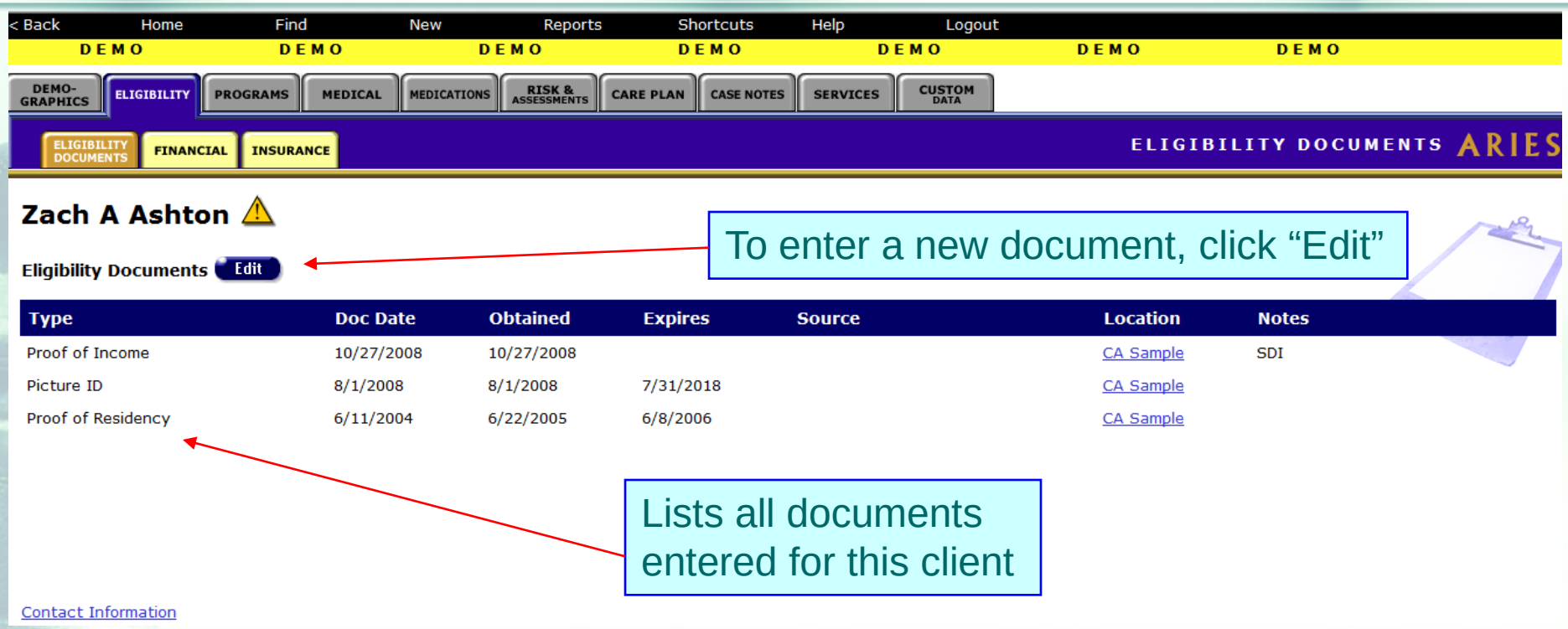
Note: The screen shots displayed show dummy data from our ARIES Test system.

Click “Search”

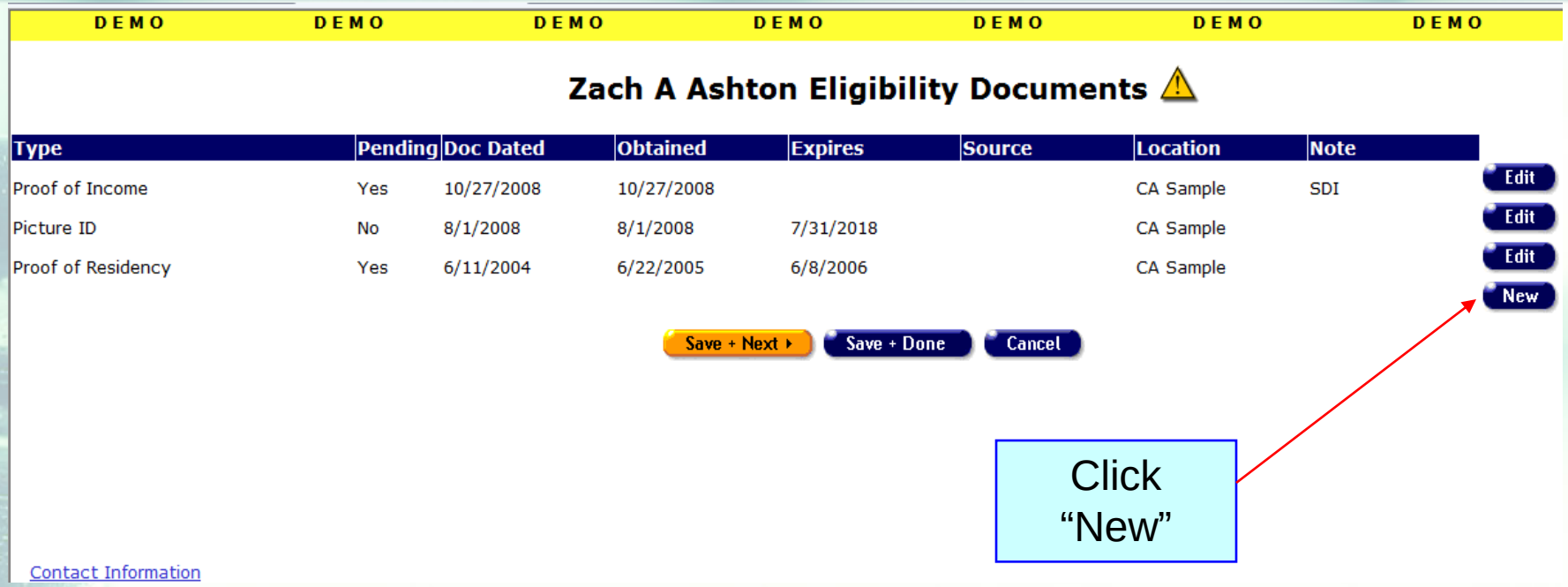
If the client record is found, ARIES brings you to the Demographics tab.



Eligibility Read-only Screen

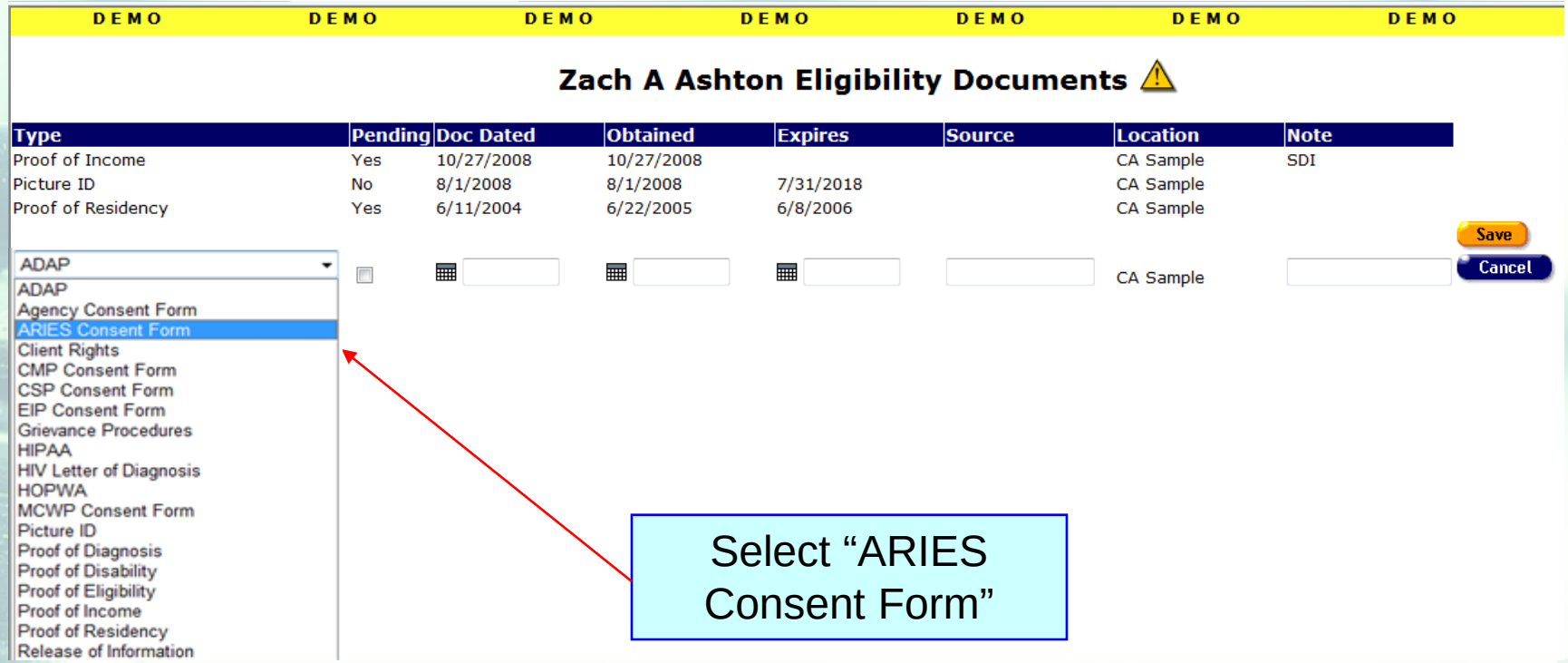


Eligibility Edit Screen

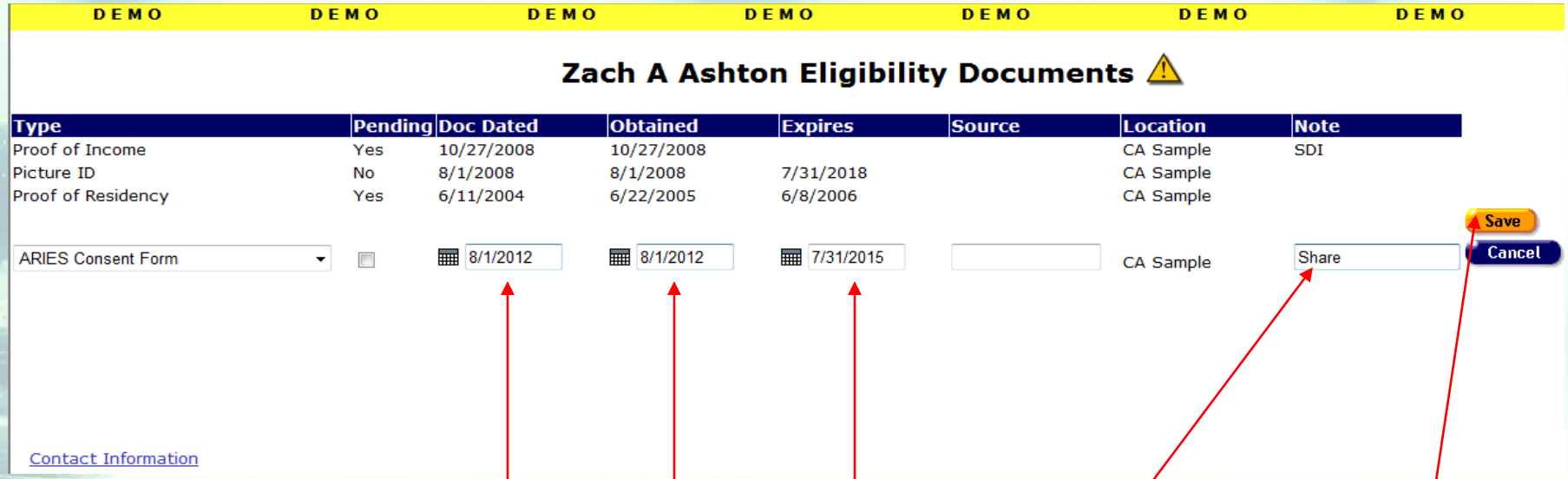


Click "New"

Eligibility Edit Screen



Eligibility Edit Screen

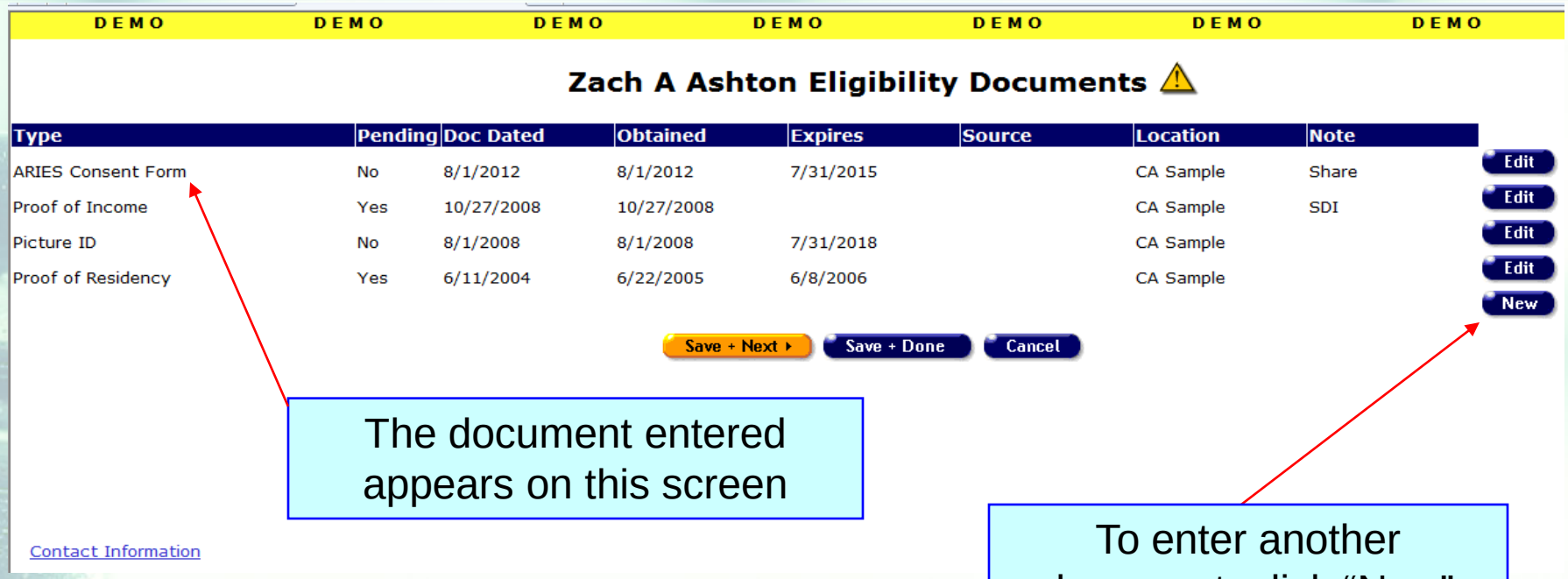


Enter dates into the "Doc Dated," "Obtained," and "Expires" fields

Enter either "Share" or "Non-share"

Click "Save" when done.

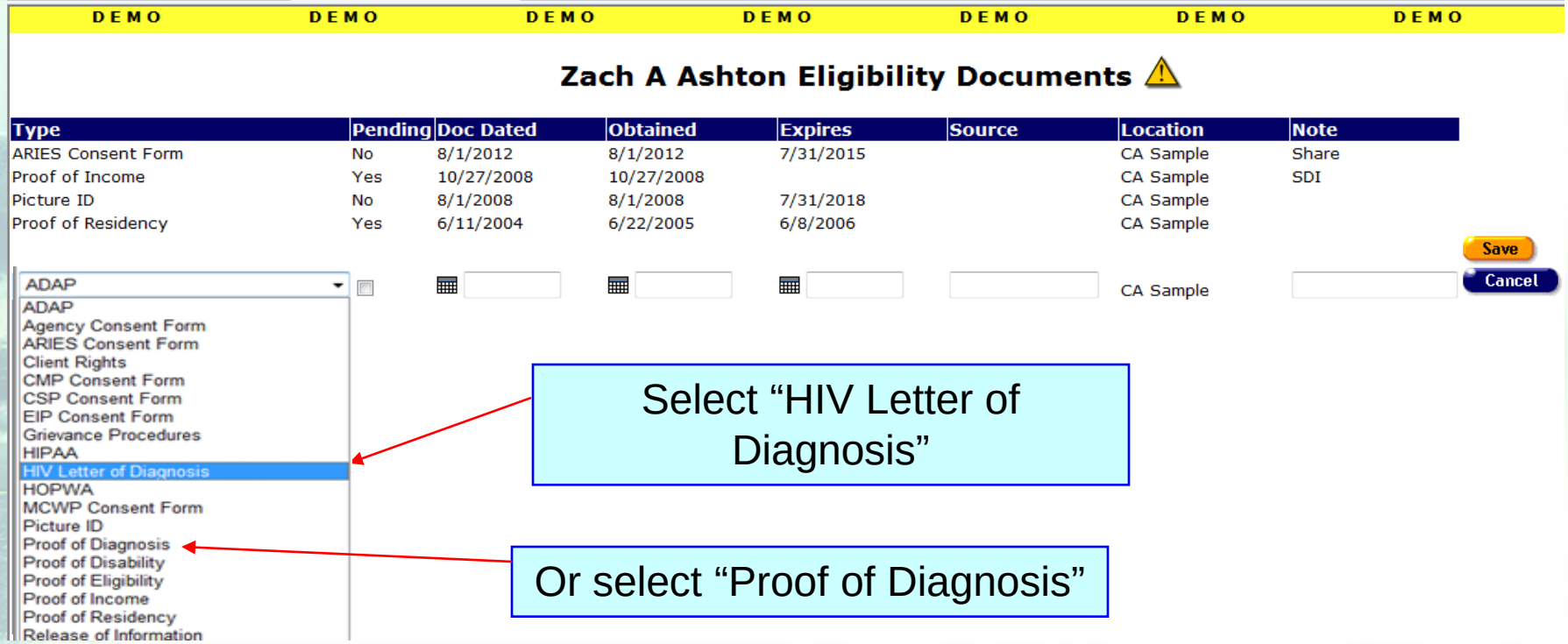
Eligibility Edit Screen



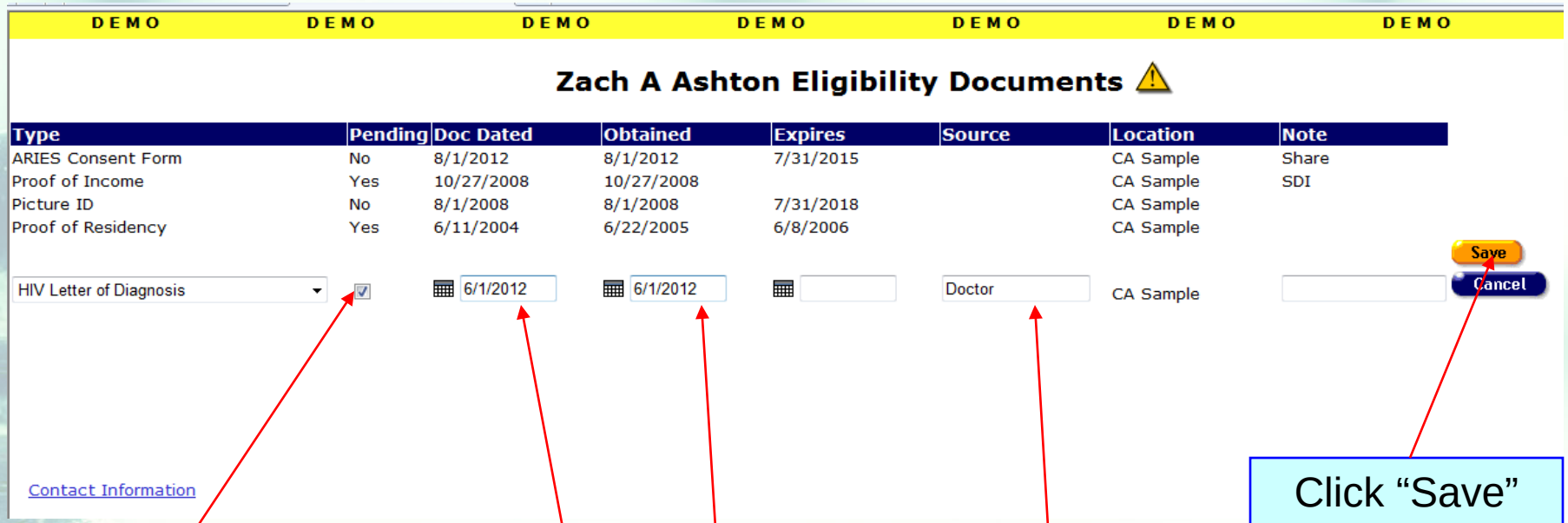
The document entered appears on this screen

To enter another document, click “New”

Eligibility Edit Screen



Eligibility Edit Screen



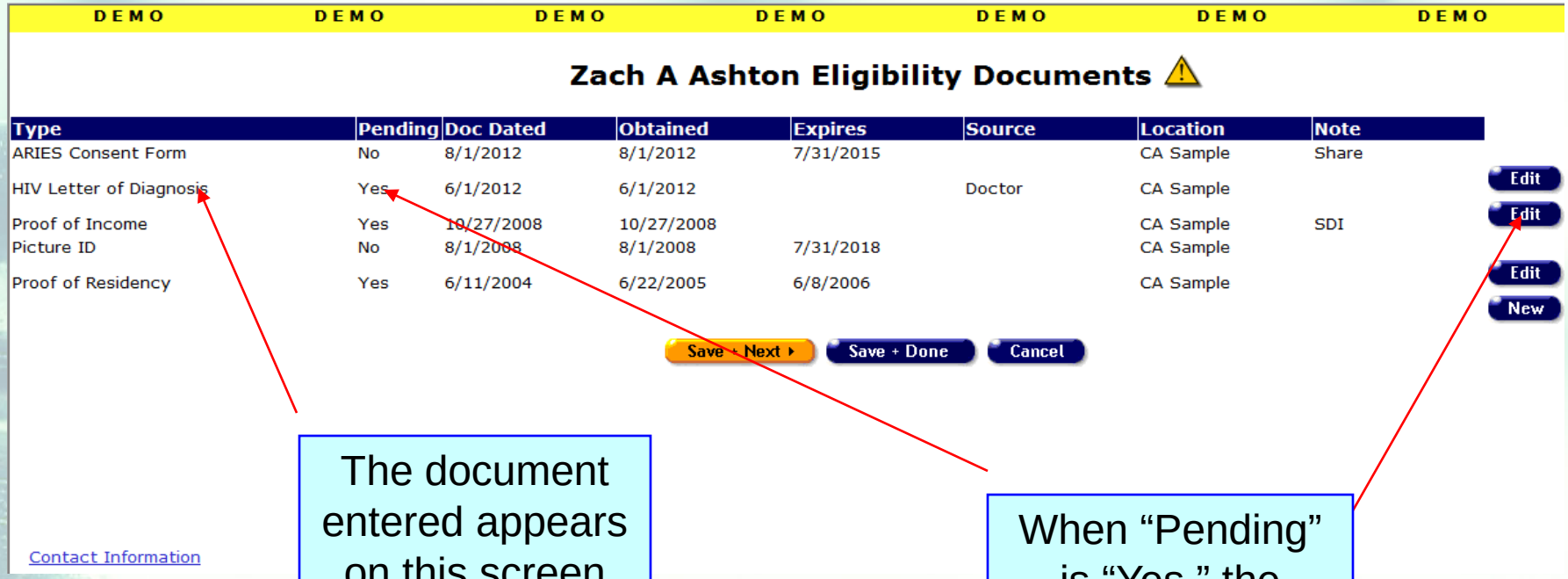
Clicking in the "Pending" box allows you to edit this record after it is saved.

Enter dates into the "Doc Dated" and "Obtained" fields

Enter appropriate "Source" if necessary

Click "Save" when done.

Eligibility Edit Screen



The document entered appears on this screen

When "Pending" is "Yes," the "Edit" button appears

When entering eligibility document data…

- DO NOT edit an existing ARIES Consent Form record that has expired.
- DO NOT enter sensitive data (e.g. mental health, substance abuse, legal, etc.) in the Source and Notes fields.

But please do…

- Run the “Pending Eligibility Documents” report (under the Report > Client menu), and go back and edit document records with a “Pending” status and update accordingly.
- If client HIV documentation is retained at another agency, print out your share clients’ Eligibility Documents screen in ARIES and place it in their charts.
- Enter clients’ share status in the ARIES Consent Form Notes field.

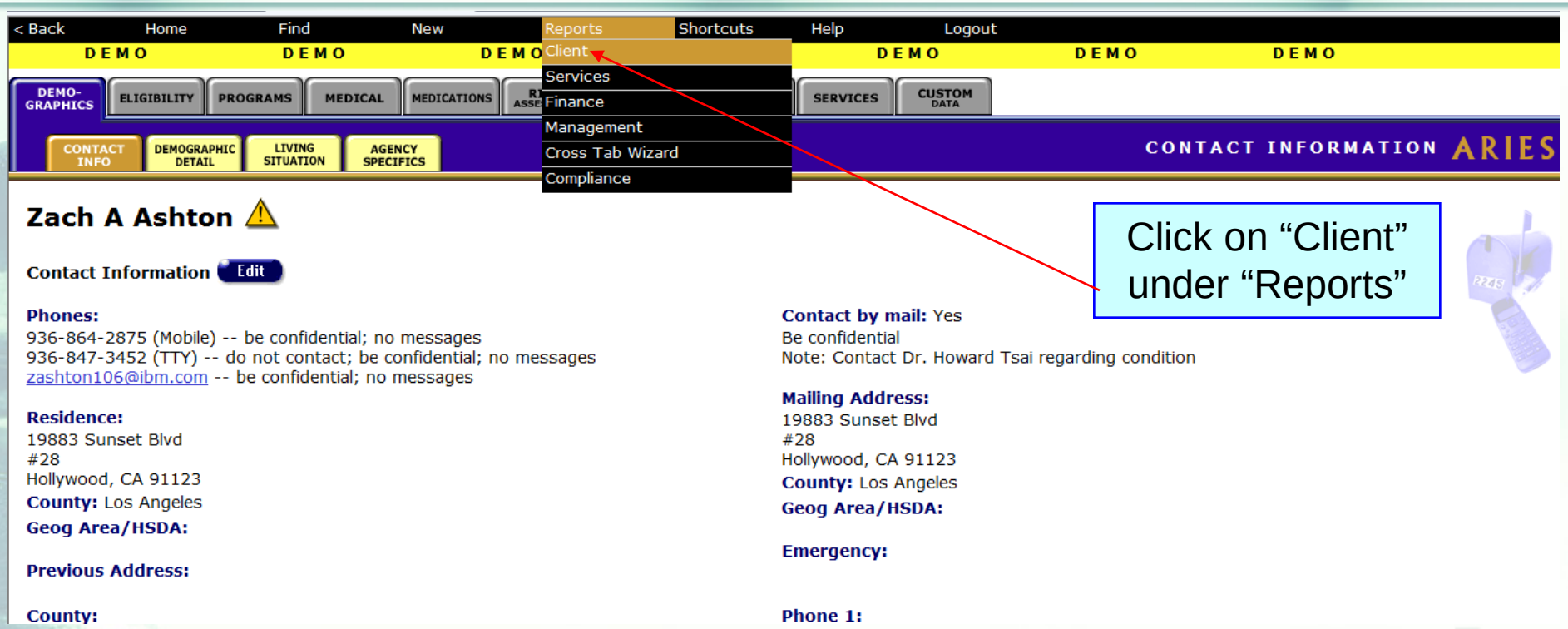
Cleaning up eligibility document data…

- We hope these guidelines help improve data quality moving forward.
- However, some of your records may need some attention. We have designed a fix-it report that will help you find records in your agency that need corrected and/or updated eligibility document data.

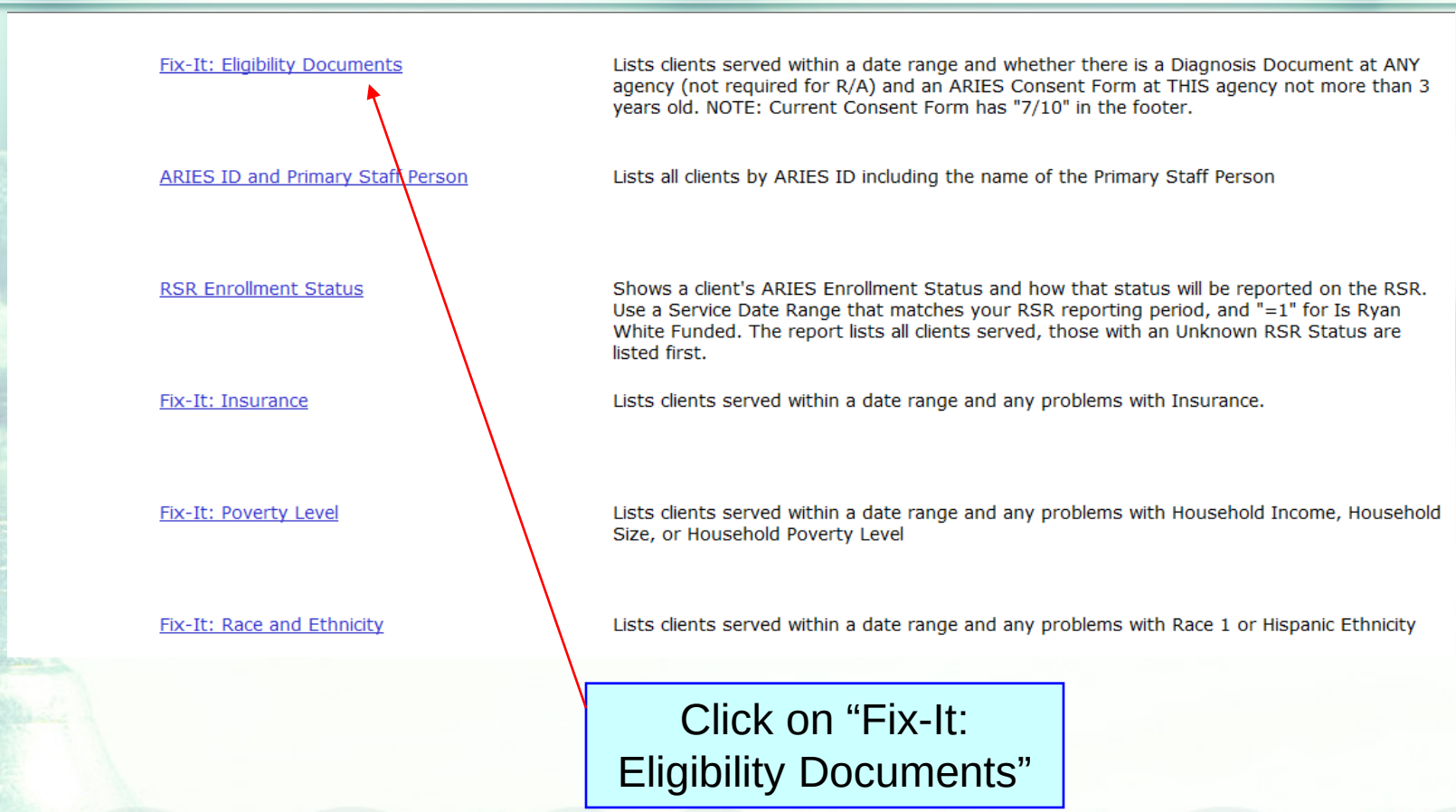
The Fix-It Eligibility Documents Report

- We will now demonstrate how to run the Eligibility Documents Fix-it Report.
- This report will list your clients served within a specified date range along with specific error messages that relate to the ARIES Client Share/Non-Share Consent Form and HIV Documentation.

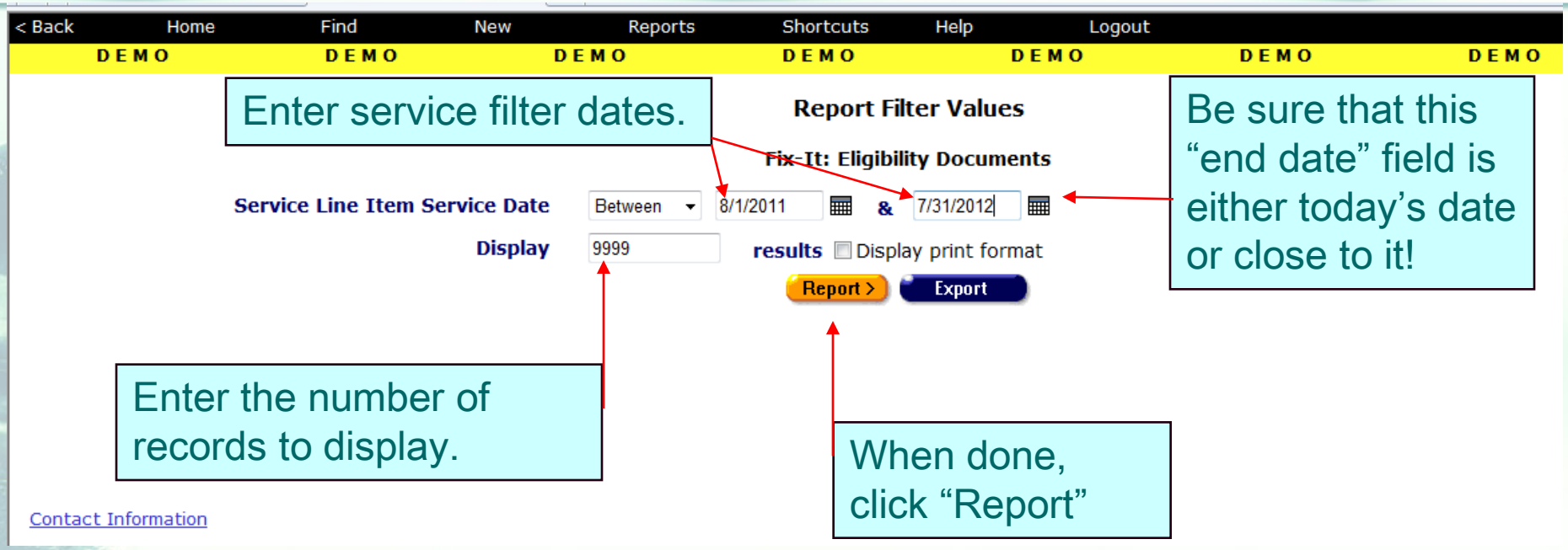
To locate the **Fix-It: Eligibility Documents** report, go to Reports and select the **Client** menu.



The **Fix-It: Eligibility Documents** report is located towards the bottom of the Client report page.



Click on the report to run. Input your specified dates on the Report Filter Value page.



The Fix-It:
Eligibility Documents Report

- Once generated, a report will be displayed that shows all the records for the clients served by your agency during the specified date range.
- Error messages will indicate which records need attention and why.
- The report will look something like this…

Sample Fix-It: Eligibility Documents Report

DEMO DEMO DEMO DEMO DEMO DEMO

Fix-It: Eligibility Documents

ARIES ID	Client	Errors
100042027	Aguilera, Christina B	Missing Diagnosis Document (check Basic Medical CDC Disease Stage Source),
100045509	Rodriguez, Harmony	Missing Diagnosis Document (check Basic Medical CDC Disease Stage Source),
100045558	Sanchez, Consuelo	Missing Consent Form, Missing Diagnosis Document,
100008291	Smith, Joseph X	Missing Consent Form, Missing Diagnosis Document,
100037811	Abba, Mike	Missing Consent Form, Missing Diagnosis Document (check Basic Medical CDC Disease Stage Source),
100005222	Jackson, Ann X	Missing Consent Form, Missing Diagnosis Document (check Basic Medical CDC Disease Stage Source),
100047265	Ortiz, Narcedalia	Missing Consent Form,
100041656	Ramirez, Andrea	Missing Consent Form,
100045525	Rino, Janet	Missing Consent Form,
100003680	Roberts, Jill	Expired Consent Form (3yr.), Missing Diagnosis Document (check Basic Medical CDC Disease Stage Source),
100006287	Metcalf, Darren	Expired Consent Form (3yr.),
100000850	Ashton, Zack J	Expired Consent Form (3yr.),
100045350	Holt, Jennifer	
100046143	Dell, Antonia	
100046119	Elmer, Gloria J	
100045533	Escobar, Serenity M	

16 records, generated 8/13/2012 1:26:30 PM

Criteria: Service Line Item Service Date BETWEEN '9/1/2011' AND '8/31/2012'

Fix-It: Eligibility Documents Report Error Messages

Error Message	Error Message Definition
Missing Consent Form	The client's record does not have an ARIES Consent Form at your agency.
Missing Diagnosis Document	The client's record does not have HIV Documentation at ANY agency for Share Clients and at YOUR agency for Non-Share Clients. (Note: Related/Affected clients are excluded from this error)
Missing Diagnosis Document (check Basic Medical Screen's CDC Disease Stage Source)	Meets the Missing Diagnosis Document criteria above, but the Source field for CDC Disease Stage contains, "Letter of Diagnosis" or "Medical Record" or "Lab Results."
Expired Consent Form	The most-recent ARIES Consent Form entered has expired; the form has a date that is more than 3 years prior to the run date of the report.

Next Steps: Running the Fix-It Report

- If you receive error messages it could be possible that:
  - Your agency has obtained the paper ARIES Consent form and/or HIV Diagnosis Letter but has not entered it electronically into ARIES yet.
  - The “Source” field for “CDC Disease Stage” on the Basic Medical screen is completed and staff thought this was sufficient to meet the minimum data requirements for program eligibility; it is not however. It is required to track HIV Documentation on the Eligibility Documents screen.
  - Your agency did not realize that clients needed to be re-consented every three years.

Next Steps: Running the Fix-It Report

- Note that the Fix-It report calculates the expiration date for ARIES Consent Forms.
- In addition, when determining if a consent form has expired, the report compares the calculated expiration date to “today’s date,” not the “end date” of the report criteria, which is why we always recommend that your “end date” for the report criteria always be close to “today’s date.”

Next Steps: Running the Fix-It Report

- Please run the report.
- Look up the clients with error messages using their ARIES ID.
- Locate and/or gather the necessary documents referenced in the error message.
- Then update ARIES accordingly.

Questions & Answers

- Do you have any questions?
- Additional Resources:
  - This presentation as well as the Revised ARIES Consent Form will be posted in the Training section of www.projectaries.org.
  - The **ARIES User Manual** can be accessed by pressing the F1 button while in ARIES.
  - The ARIES Help Desk can be reached at **866-411-ARIES (2743)**.

Thank you!

- Thank you for participating! We hope that this has been a productive use of your time.
- Together we can improve ARIES data quality!