

**Ryan White Program  
Service Delivery Guidelines  
Fiscal Year 2019  
(Year 29)**

**Section X –  
Protocol for  
Viral Load Reporting**



*Miami-Dade County  
Office of Management and Budget  
Grants Coordination*

## VIRAL LOAD LAB RESULTS REQUIREMENT

### Objective

A current Viral Load (VL) lab result will be required at the time of each re-assessment for the Ryan White Part A/MAI Program (RWP). "Current" is defined as a VL lab result that is *no more than six (6) months old* at the time of the re-assessment. A CD4 lab result is optional following the latest U.S. Department of Health and Human Services (DHHS) treatment guidelines.

### Procedure

*Required documentation* - If a current VL lab result is not already in the SDIS, RWP clients will be required to provide a current copy of the VL lab result at the time of each RWP re-assessment.

*Implication* -Billing for Medical Case Management (MCM) and Peer Education and Support Network services (PESN) rendered will not be processed for clients with a missing or outdated (older than 6 months) VL lab result in the SDIS. This is necessary to properly monitor and report on client health outcomes along the HIV Care Continuum in a timely manner.

#### *Specifics:*

- **New clients** will be given until the initial RWP comprehensive health and financial re-assessments are complete to obtain and provide a current VL lab result. In addition, a current VL lab result that is no more than six (6) months old will be required at the time of each RWP re-assessment thereafter.
- **Established clients** will be given an initial grace period after implementation of the "VL Lab Results Requirement" protocol (December 2016 - February 2017); MCM/PESNs will be able to bill for services during this grace period. Beginning March 1, 2017, billing will not be processed for MCM/PESN services for clients whose VL lab results are not current in the SDIS. Clients should be informed of this change.
- The **SDIS** will alert the user (MCM, PESN, etc.) with a pop-up message ("Missing or Outdated VL labs") when signed on to specific client records that meet the RWP's missing or outdated VL lab result criteria.

### Monitoring Implementation

This protocol will be monitored by Miami-Dade County Office of Management and Budget and Behavioral Science Research (BSR), the contracted quality management provider, to evaluate effectiveness in eliminating missing or outdated VL lab results; to identify barriers that may hinder access to care for RWP clients; and to measure client health outcomes along the HIV Care Continuum.