

Effective: August 27, 2020

1. **ADAP Hotline:** The ADAP Hotline is now open with new hours of operation for clients and individuals without Provide Enterprise access. Beginning immediately, the hotline will be available from 8:30 AM to 4:00 PM Monday through Friday. Those individuals with Provide Enterprise access must continue to send correspondence to DPH.ProvideHelp@illinois.gov as we are monitoring this email box daily and respond to all inquiries as quickly as we can.

- Please be mindful that email is not a secure mode of transmitting confidential information. Hence, the Program prohibits the use of names, dates of birth, or social security numbers in email messages. Individuals should only share unique Ryan White ID Numbers. Also, the Illinois Ryan White Part B Eligibility Assessment website can be used to track the progress of an individual's Eligibility Assessment approval process by entering the Application ID.

2. **CVS Center of Excellence:** CVS Specialty Pharmacy has created a Center of Excellence (COE) Team consisting of Patient Service representatives and Pharmacists dedicated to support program participants enrolled in IL Medication Assistance. The phone number for this team is **800-498-2037**.

If you currently order your medications this way, you do not need to take any action. However, if you have not begun ordering your medications through the COE team at **800-498-2037**, please do so going forward.

It is important to know that if medications are not ordered through this group of representatives, it could cause delays in receipt of shipments and possibly result in clients being billed for medications. If this occurs, please forward the bill to IDPH for resolution.

3. Effective immediately, the Illinois Ryan White Part B Program will allow Lead Agents to assist program participants with up to 5 months of back due rent or utility assistance. Each month of back due rent or utilities must be counted toward the service caps including the 21 Week and 24 Month Lifetime rules.

For example, if you provide the client with assistance that covers the current month plus 4 months of back owed rent, this counts as 5 months or 20 weeks of assistance.

This updated guidance applies to rent and utility assistance only. All other services are subject to the original limit of 3 months of back owed amounts.

This updated guidance sunsets on January 1, 2021 unless the Department issues new guidance before then. At that time the original limit of 3 months back due amount will be reinstated for all services including rent and utility assistance.

4. Effective immediately, to prevent the spread of COVID-19, the Illinois Ryan White Part B Program will permit agencies to conduct initial TBRA lease inspections virtually via live streaming or pre-recorded video. Also, annual TBRA housing inspections may be postponed or conducted virtually. During recertification, TBRA staff will, at minimum, discuss and document the condition of units with clients.

Approval for these virtual TBRA inspections expires on March 31, 2021 unless the Department issues new guidance before then.

Effective: April 1, 2020

Beginning on April 1, 2020, the Illinois Ryan White Part B Program implemented several changes affecting Lead Agent grants. In addition, this PCN contains updates pertinent to the entire Ryan White Part B portfolio. These updates and changes are outlined below.

5. HOPWA funds will be added to the grants effective July 1. Regions with already established Tenant-Based Rental Assistance (TBRA) programs can continue providing rental assistance during April, May and June of 2020 but must use Federal Special funds. Grantees that were planning to establish TBRA programs starting in April 2020 with HOPWA funds can delay implementing TBRA until July 1 when HOPWA funds are made available.
6. Per previous conversations, the Program is required to implement a Sliding Fee Scale beginning April 1, 2020. The Program is committed to this and the fee structure that has been developed will be starting April 1, 2020 as planned. The Program Manual will be updated to reflect this change and will be made available to grantees by April 1, 2020.
7. Beginning April 1, 2020, the Program will be implementing a new form called “**Mandated Reporter Acknowledgement**”. This form will require a signature by the client to acknowledge that the Case Manager has outlined their role as a mandated reporter to them. This form must be uploaded into the data system. A new scan document type will be added to the database to allow for this form to be uploaded.
8. In an effort to minimize the amount of in person contact Case Managers could be required to do in order to obtain signatures on required documents, the Program has implemented a form that allows Case Managers to attest to the information being submitted for determining the client’s eligibility for services. This form is only to be used during the COVID-19 response and must be used only as the last resort. When the acceptable documentation outlined in the Program Manual can be obtained and used, they must be used instead. This new assentation can be used for the following documents:
 - a. Proof of Residency
 - b. Proof of Income
 - c. Proof of Insurance Coverage
 - d. No Insurance Affidavit
 - e. Mandated Reporter Acknowledgement
 - f. Partner Services Acknowledgement
 - g. Care Plan
 - ✓ This new form **does not replace** the requirement of the **Authorization to Release Health Information, Privacy Practices, Proof of HIV**, nor the **requirements for premium payment amounts**. These documents must still be provided separately.
9. The Program has combined the Authorization to Release Health Information and Privacy Practices into one document, so only one signature will be required. The information contained in the two documents are

legal requirements of the Program, and client signature is required for enrollment. The data system will eventually be updated to have one location for the combined document.

- ✓ The new, combined form should be scanned into the system only once with multiple document types chosen (Authorization and Privacy Practice). This will ensure that the one scan satisfies both requirements until such time that the data system can be updated.

10. The Program has reviewed all appropriate forms of electronic signatures. At this time the only electronic signatures that are allowed are signatures obtained through electronic signature pads and tablet devices where program participants can sign their name with pen or other writing devices. This type of electronic signature is accepted on all Program documents. Clients must physically sign a tablet or signature pad, and documents must display the actual client signature. Documents signed using a check box or other method that does not require physical signature will not be accepted.

11. Beginning April 1, 2020, the Program is implementing an updated Sliding Fee Scale for the following service categories:

- Outpatient Ambulatory Medical Care
- Mental Health Services
- Oral Health Care
- Substance Abuse Services (Outpatient)

For each of these service categories, clients will be assessed a nominal fee each time a service is provided. This fee will be determined by the program participant's household FPL (see the table below).

Household % FPL	Fee Amount
0 – 140	\$0.00
141 – 200	\$0.50
201 – 300	\$1.00
301 – 400	\$1.50
401 – 500	\$2.00
501 and over	\$2.50

There will also be a yearly cap on these charges, which will also be based on the program participant's household percent of FPL, as outlined below. Note, "yearly" is based on the program year, which runs April 1st through March 31st.

Household % FPL	Fee Amount
0 – 140	\$0.00
141 – 200	\$50.00
201 – 300	\$100.00
301 – 400	\$150.00
401 – 500	\$200.00
501 and over	\$250.00

Payment on these fees need to be sent to the Lead Agent and must be recorded in PROVIDE according to the instructions provided by the Program in the **Provide Manual – Program Income and Client Charges.**

- ✓ Remember, all program income received by grantees or any subgrantee must be reported to the Department on the Program Quarterly Report and must be redirected back into the Program and can only be used for allowable service scopes within the grant.

12. **Eligibility Assessment Processing:** Program staff are still processing Eligibility Assessments (EAs) and supporting documents. As case managers and applicants continue to submit EA material to the Program, Department staff are reviewing/assessing/and adjudicating submitted EA's in a timely manner.
13. **Medication Dispenses / Insurance Premiums / Medical Copayments:** Medication dispenses, insurance premium payments, medical copayment payments are still being processed by our contracted vendors and sent out as normal. There are no delays or disruptions in any of these processing pipelines.
 - a. Pool Administrator's customer service telephone system is operational, as is the CVS Center of Excellence.
14. **Changes in Eligibility Requirements:** Due to guidance provided by the CDC related to "social distancing" the Program is temporarily implementing the following streamlined actions related to Eligibility Assessment requirements and processing:
 - a. **Viral Load Laboratory results:** The Program is suspending the 6 month requirement of viral load laboratory results being submitted with Eligibility Assessments; and instituting a 9 month requirement. This change will be monitored as the State of Illinois and nation moves through this current COVID-19 pandemic.
 - i. Be mindful that this does not suspend the requirement of the Proof of HIV documentation, which is still a documentation requirement that is in place.
15. **No Changes to Insurance Policies:** The Program is encouraging applicants to make NO INSURANCE changes at this time. The Program advises that applicants make no income changes on the Illinois Marketplace that might shift their plan type as this may cause disruptions with individual's insurance carriers during the COVID-19 pandemic and may delay activation of a new insurance plan for a client. All applicants should hold steady their current insurance plans if at all possible.
16. Management has been working closely with all HIV drug manufactures to determine if there are any anticipate gaps in supply with any HIV medication entering the distribution pipeline. To date, all HIV drug manufactures have confirmed there are no HIV drug manufactures that anticipate any concerns to the supply of any HIV products, including those in HIV and hepatitis portfolios.

17. Management has also been monitoring insurance plans to the best of our ability. A good overview of some of the policies that have been implemented by a variety of commercial insurers in response to COVID-19 outbreaks in the U.S. can be found the link below: <https://www.ahip.org/health-insurance-providers-respond-to-coronavirus-covid-19/>
18. Management has also been in discussion with the RWPB's drug wholesaler, Cardinal Health Incorporated, and they have ensured the Department that in an abundance of caution and for the protection of patients they have implemented a holistic approach to their emergency preparedness on several fronts. More specifically, Cardinal Health has implemented a fair share allocation process to ensure all primary customers have access to supply of the available products on hand, which means customers will be limited to ordering only 10% above their customary and normal utilization. For additional information, please see our COVID-19 customer microsite for Cardinal Health at the link below: www.cardinalhealth.com/covid19.
19. Management has been in ongoing discussion with our contracted dispensing pharmacy, CVS Specialty Healthcare who has ensured the Department that their organization has operationalized pandemic emergency preparedness protocol and they do not see any dispense ordering issues or shortage with their drug supply. For additional information, please link to CVS Specialty Pharmacy at the link below: https://www.cvsspecialty.com/wps/portal/specialty?WT.mc_id=LS_BING_SP78

Correction Related:

20. To prevent the potential for COVID-19 (coronavirus) exposure, the Illinois Department of Corrections, and most County Jails has temporarily suspending all visits until further notice. This also includes Adult Transition Centers. They recognize the importance of visitation as an essential component of medical care, rehabilitation, family connection and quality of life for those in our care. Their top priority is the health and safety of those who live and work in their facilities, and they all are hopeful this policy change will be short-lived.
21. Adult Transition Centers and County Jails still will allow shipment of HIV medication and will disperse it to the clients. Case managers will not be able to visit counties, any information need to assist will have be done by phone or video visit. Please contact or visit your county Jails website.
22. The Department of Correction has expanding opportunities for video visits and phone calls. In addition to expanding opportunities for video visits and calls, the Department is providing all people in custody with funds for two 20-minute phone calls and one 15-minute video visit.
23. The Department continues to work closely with the Illinois Department of Public Health and Illinois Emergency Management Agency to ensure we are following all guidelines put forth by the Centers for Disease Control. We will continue to monitor this fluid situation and adjust our procedures as necessary.

CountyJails.net**Illinois Jail County Search List:**<https://www.countyjails.net/state/il.html>

Illinois Department of Corrections Adult Transition Centers:

Crossroads Adult Transition Center:

3210 West Arthington

Chicago, IL 60624

Phone: (773) 533-5000

Fax: (773) 533-0828

Link:

<https://www2.illinois.gov/idoc/facilities/Pages/CrossroadsAdultTransitionCenter.aspx>

Fox Valley Adult Transition Center

1329 North Lake Street

Aurora, IL 60506

Phone: (630) 897-5610

Fax: (630) 897-1386

Link:

<https://www2.illinois.gov/idoc/facilities/Pages/FoxValleyAdultTransitionCenter.aspx>

North Lawndale Adult Transition Center

2839 West Fillmore

Chicago, IL 60612

Phone: (773) 638-8480

Fax: (773) 638-8498

Link:

<https://www2.illinois.gov/idoc/facilities/Pages/NorthLawndaleAdultTransitionCenter.aspx>

Peoria Adult Transition Center

607-613 North Main

Peoria, IL 61602

Phone: (309) 671-3162

Fax: (309) 672-1401

Link:

<https://www2.illinois.gov/idoc/facilities/Pages/PeoriaAdultTransitionCenter.aspx>