

# Data Tools & Best Practices for Continuity of Ryan White Part B Services



## INTRODUCTION

- Ryan White Part B clients with income of 0 to 100% FPL are most impacted by eligibility lapses.
- Programs should simplify and align eligibility for clients to remain in care.
- Data systems should be used to track, enroll, and interface with client web portals.

## OUTCOMES ASSESSED FROM COVID-19 RESPONSE

- Client on-time enrollment increased from 43.3% in April 2020 to 60.3% in November 2020 with the expansion of web-portal and verbal verifications.
- Clients who complete eligibility online do not need to schedule in-person appointments. This leads to more flexibility for staff and clients.
- Coordination with other Ryan White programs eliminates multiple document submission for clients.

## PROGRAM OUTCOMES

Quality Improvement for Eligibility & Program Enrollment

Florida Administrative Code Update

Development of a Hub System Interface

Development of Ryan White Part A & B Reciprocity

## KEY TAKEAWAYS

- Outline pitfalls in current data systems.
- Develop interfaced reporting systems.
- Create dynamic and impactful reporting for client engagement and retention.

## BEST PRACTICES FOR CONTINUITY OF SERVICES



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*Florida Health*

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## BEST PRACTICES FOR CONTINUITY OF SERVICES

- Generate reports to manage clients who are due for enrollment
- Use a calendar scheduler for enrollments or reminders prior to due date
- Develop multiple pathways for client enrollment through databases and portals
- Develop set points for secure online enrollment for clients
- Coordinate eligibility with Ryan White programs and community-based organizations