

## All Provider Meeting Highlight February 16, 2023

### **Health Care Agency (HCA) Staff Present:**

Matilde Gonzalez-Flores, HIV Planning and Coordination (HIVPAC) Program Manager  
 Mindy He, HIVPAC Grants Manager  
 Marlon-Ray Velasco, HIVPAC Program Supervisor  
 James Williams, HIVPAC Research Analyst  
 Kristin Alix, Quality Improvement Specialist  
 Diane Pinto, HIVPAC Staff Specialist  
 Ivonne Huitron, HIVPAC Staff Specialist  
 Abby Kaur, HIVPAC Staff Specialist  
 Annmarie Calderon, HIVPAC Intern  
 Lilia Santana, HIVPAC Office Assistant  
 April Orozco, Deputy Chief of Public Health Services – Operations, Clinical & Community and Nursing Services  
 Dr. Jeffrey Vu, Division Manager, Clinical Services Division

### **Providers Present:**

Lydia Tran, APAIT	Phil Yaeger, Radiant Health Centers
Ally Gandullia, APAIT	Mark Gonzales, Radiant Health Centers
Adrianna Nieto-Sayegh, Laguna Beach Community Center	Lisa Osborn, Radiant Health Centers
Alma Tellez, Laguna Beach Community Center	Wendy Lords, Radiant Health Centers
Natalie Silva, 17 <sup>th</sup> Street Testing, Treatment, and Care (TTC)	Rosa Tavarez, Radiant Health Centers
Colleen Brody, 17 <sup>th</sup> Street TTC	Amanda Peraza, Radiant Health Centers
Norma Macias, 17 <sup>th</sup> Street TTC	Marie Misity, Radiant Health Centers
Yohani Ramos, 17 <sup>th</sup> Street TTC	Christina Davezan, Radiant Health Centers
Jazmina Castilla, Public Law Center	Adriana Enciso, Radiant Health Centers
Manohar “Mark” Sukumar, Public Law Center	Bridgette Escobedo, Radiant Health Centers
Lauren Dahl, Shanti OC	

### **Welcome and Introductions:**

Matilde Gonzalez-Flores welcomed all in attendance.

### **Contract Services Updates:**

Matilde Gonzalez-Flores provided the following updates on behalf of Karen Leland:

#### **Contract Renewals**

- Renewals for contracts that ended December 31, 2022 have been completed.
- Renewals for contracts ending February 28, 2023 are in progress.
- Renewal letters for contracts ending June 30, 2023 will be submitted to providers by mid-March.

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### **Annual Contractor Performance Evaluations**

- Performance evaluations for contracts ending February 28, 2023, will be completed, and submitted to providers in the coming weeks.

### **Annual Administrative Site Visit Update**

- Site visits will be conducted virtually. Providers will be contacted for site visit scheduled. Site visits are anticipated to be completed by mid-April 2023.

### **Invoicing and Reporting Updates:**

Mindy He provided the following updates:

#### **Timely Submission of Invoices**

- Invoices should be submitted timely. Once the ERR template is returned to the provider, providers should resubmit the ERR as soon as possible.
- The fiscal year (FY) for the Ryan White Part A grant will end February 28, 2023, ERRs for Ryan White Part A funded services (HIV Care Services and HIV Housing Services) should be submitted as soon as possible to ensure expenses are captured for this FY.

#### **Reallocations**

- Reallocation requests should be made as soon as the provider agency is aware of the need. Reallocation processes may differ depending on the specific request, the type of contract, and the funding sources involved.

#### **Invoicing and Reallocation Training**

- A training will be held in June 2023 regarding the invoice and reallocation process. More information will be made available.

### **Site Visit Updates:**

Diane Pinto provided the following updates:

#### **Site Visit Update**

- FY22-23 Care and Ending the HIV Epidemic (EHE) Site Visits have been completed.
- The site visit file sampling methodology for FY23-24 will change, the total number of client files that will be reviewed will increase. Details regarding this change will be made available in the memo sent to providers prior to the site visits.
- FY22-23 Housing Site Visits will be scheduled in April 2023 to be conducted in May 2023 for the following period of review: July 2022 – December 2022.
- FY22 Testing Site Visits will be scheduled in July 2023 to be conducted in August 2023 for the following period of review: January 2023 – June 2023.
- Changes to the FY23-24 Care Site Visit Tools detailed in the Care Site Visit Tool Changes Cheat Sheet were reviewed. There were no changes to the EHE Site Visit Tools. Related documents are available at the following links:

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- Care Site Visit Tools Changes Cheat Sheet:  
[https://ohealthinfo.com/sites/healthcare/files/2023-03/FY23-24\\_Care\\_Site\\_Visit\\_Tool\\_Changes\\_Cheat\\_Sheet\\_Effective\\_2023-03-01\\_FINAL.pdf](https://ohealthinfo.com/sites/healthcare/files/2023-03/FY23-24_Care_Site_Visit_Tool_Changes_Cheat_Sheet_Effective_2023-03-01_FINAL.pdf)
- Care Site Visit Tools: [https://ohealthinfo.com/sites/healthcare/files/2023-03/FY23\\_Site\\_Visit\\_%26\\_QA\\_Tools\\_Effective\\_2023-03-01\\_FINAL.xlsx](https://ohealthinfo.com/sites/healthcare/files/2023-03/FY23_Site_Visit_%26_QA_Tools_Effective_2023-03-01_FINAL.xlsx)
- EHE Site Visit Tools: [https://www.ohealthinfo.com/sites/healthcare/files/2023-03/EHE\\_FY23\\_Site\\_Visit\\_Tools\\_Final\\_2023-03-01.xlsx](https://www.ohealthinfo.com/sites/healthcare/files/2023-03/EHE_FY23_Site_Visit_Tools_Final_2023-03-01.xlsx)
- The following areas of inquiry that were relevant to all service providers were highlighted:
  - Administrative Tool
    - Trainings:
      - Initial State Office of AIDS (SOA) Confidentiality Training Agreement and Certification was removed as this training is intended for staff who can access Local Evaluation Online (LEO) only
      - Annual SOA Confidentiality Training Agreement and Certification was removed as this training is intended for staff who access LEO only
    - Eligibility Verification:
      - “Procedure for detailing the process and frequency that timely eligibility confirmation (periodic checks) will be conducted” was changed from a recommendation to a finding.
    - Posting of Required Documents:
      - “Material in appropriate languages for clients served” was changed from a recommendation to a finding.
    - Reports submission:
      - The dates for reports due during the program year have been updated.
    - Non-Medical Case Management:
      - “Required degrees, certification, and resume on file for staff (where applicable)” was added as a finding as this has been a current staffing requirement as indicated in the Case Management Standards of Care (SOC).
  - All Services Tools
    - Periodic checks under Eligibility Verification and Service Qualification have been changed from a recommendation to a finding across all applicable services.
- Diane Pinto will be e-mailing each provider their service specific tool(s). Any questions about the tools can be directed to Diane Pinto at [DPinto@ochca.com](mailto:DPinto@ochca.com).

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### **Testing Updates**

Diane Pinto provided the following updates:

#### **Basic HIV/HCV Test Counselor Skills Training (BCST) Update:**

- Providers were informed that all BCST classes are full through June 2023 and new dates have not been released. Staff can request to be added to a waitlist by contacting Diane Pinto at [Dpinto@ochca.com](mailto:Dpinto@ochca.com).

#### **LEO – Client Encounter Form (CEF) and Supplemental Client Encounter Form (SCEF) Updates**

- HIVPAC sent providers information and reminders via e-mail regarding the new CEF. The new CEF should be used effective February 16, 2023. All old CEFs should be discarded as of close of business on February 15, 2023.
- Providers were also reminded that they are responsible for printing the CEF and SCEF as the SOA and HIVPAC will no longer provide printed copies of the CEF or SCEF.
- New LEO Forms and Systems Training (CEF training) is available Wednesday, March 22, 2023, from 1:00pm – 3:15pm. This training is intended for new LEO users as well as existing LEO users as it will review the revised CEF and SCEF forms and the new LEO system changes. Meeting information is as follows:
  - LEO Forms and Systems Training 2023
    - Link: <https://us06web.zoom.us/j/85391210509?pwd=YnpIT3pjYXJBexZNeG92S3FxFxVG5Hdz09>
    - Meeting ID: 853 9121 0509
    - Passcode: 513810

#### **STI Self-Collected Swab Screening Training**

- All staff who provide STI self-collected testing services must complete County STI Screening Training. Providers can contact Diane Pinto at [Dpinto@ochca.com](mailto:Dpinto@ochca.com) to request training.

### **ARIES**

James Williams provided the following updates:

#### **HIV Care Connect**

- The contact information currently in ARIES will be used to identify the site/agency contact person for scheduling training sessions on HIV Care Connect system, i.e., the new ARIES. Providers must verify that the contact information in the Agency Info tab is correct. If corrections are needed, email them to James Williams at [Jwilliams@ochca.com](mailto:Jwilliams@ochca.com)
- Providers can also submit any questions or concerns regarding the new HIV Care Connect system to James Williams.

#### **ARIES Fix-It Reports**

- All providers submitted the fix-it report due on December 19, 2022.

#### **Ryan White HIV/AIDS Program Services Report (RSR) 2022 Provider Reports**

- Providers must have completed all ARIES updates by February 1, 2023 (refer to 2022 RSR Memo sent January 10, 2023). HRSA's EHB is now open for providers to access their RSR Provider Report – three providers started their RSR Provider Report as February 16, 2023.

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### **HRSA's Electronic Handbook**

- 2022 RSR Provider Report Glitch – There are issues with the RSR Provider Report resulting in validation messages for services and service delivery sites that don't match the RSR. The system will be patched next Thursday, February 23, to fix several issues.

### **Quality Improvement**

Kristin Alix provided the following update:

#### **Client Satisfaction Survey**

- The 2022 Client Satisfaction survey deadline was on January 23, 2023. Survey data is currently being collected and analyzed. Results from the 2022 Client Satisfaction Survey will be shared at a future meeting.

#### **NASTAD Housing Learning Collaborative + Housing Training Announcement**

- HIVPAC in collaboration with the City of Anaheim Housing Authority are participating in a national learning collaborative to increase capacity to respond to housing-related needs of people living with HIV. In October of 2022, a meeting was held to update HIV Housing Providers about the learning collaborative. A need was identified during this meeting to provide training on the housing application process. Alma Huerta from the Anaheim Housing Authority will be presenting a virtual training called Section 8 Housing Choice Vouchers 101 on Thursday, March 16, 2023, from 10:30am-12:00pm. A flyer was shared with the meeting materials with additional details and registration information.

#### **QI Provider Initiative**

- The QI initiative will focus on celebrating personal goals that are part of a Client's Individual Service Plan (ISP). The initiative will be piloted with one agency. Next steps include determining eligibility criteria for program, number of clients to include, and developing an action plan.

### **HIVPAC Updates**

Matilde Gonzalez-Flores provided the following updates:

#### **2023 Meetings**

- All Provider Meetings may resume being held in-person starting in May, however, this will depend on the availability of a meeting space to accommodate all providers. Additional will be provided as we get closer to the May meeting date.

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### HIVPAC Staffing Update

- Abjot (Abby) Kaur has joined the HIVPAC Unit as a Staff Specialist. She will be providing support with Ending the HIV Epidemic (EHE) related programs and services. The HIVPAC list of key contacts has been updated accordingly and is available at the following link: [https://www.ochealthinfo.com/sites/healthcare/files/2023-03/HIVPAC List of Key Contacts 2023-02-16.pdf](https://www.ochealthinfo.com/sites/healthcare/files/2023-03/HIVPAC%20List%20of%20Key%20Contacts%202023-02-16.pdf)

### Dental Services Update

- As of March 1, 2023, the yearly limit (cap) for Ryan White dental services will be increased from \$900 to \$1,800. The increase will address the need for services that exceed the current dental cap amount and reduce the number of clients that need to be placed on the waitlist. The \$1,800 aligns with the current Medi-Cal Dental spending cap amount and is also in line with expenditures for clients who had a need for services above the \$900.
- In line with the current process, Ryan White clients who reach the spending cap but require additional dental services will be placed on a waitlist and are removed if additional funding is available.
- The following documents have been updated to reflect the change to the yearly limit for Ryan White dental services and are available at the following links:
  - Dental Program Referral Process for Providers: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental Program Referral Process for Providers Rev 2023-03-01 FINAL.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20Program%20Referral%20Process%20for%20Providers%20Rev%202023-03-01%20FINAL.pdf)
  - Yearly Limit Dental FAQ for Patients:
    - English: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental FAQs Yearly Limit FINAL Effective 2023-03-01.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20FAQs%20Yearly%20Limit%20FINAL%20Effective%202023-03-01.pdf)
    - Spanish: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental FAQs Yearly Limit FINAL Effective 2023-03-01 SPANISH 0.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20FAQs%20Yearly%20Limit%20FINAL%20Effective%202023-03-01%20SPANISH%200.pdf)
    - Vietnamese: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental FAQs Yearly Limit FINAL Effective 2023-03-01 VIETNAMESE 0.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20FAQs%20Yearly%20Limit%20FINAL%20Effective%202023-03-01%20VIETNAMESE%200.pdf)
  - Dental FAQ for Patients
    - English: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental FAQs FINAL Rev 2023-03-01.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20FAQs%20FINAL%20Rev%202023-03-01.pdf)
    - Spanish: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental FAQs FINAL Rev 2023-03-01 SPANISH.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20FAQs%20FINAL%20Rev%202023-03-01%20SPANISH.pdf)
    - Vietnamese: [https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental FAQs FINAL Rev 2023-03-01 VIETNAMESE.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/Dental%20FAQs%20FINAL%20Rev%202023-03-01%20VIETNAMESE.pdf)

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## **All Provider Meeting Highlight February 16, 2023**

Diane Pinto Provided the following updates:

### **2023 Important Dates**

- Care and Housing staff were informed that the SOA Confidentiality Training is no longer a requirement for these programs. Only Testing program staff accessing LEO are required to do annual training.
- Care Providers were reminded of upcoming due dates:
  - Biannual Narrative due March 20, 2023
  - Biannual Sanction Screening due March 24, 2023
  - FY 2022 Quality Management Report due April 28, 2023 (Care & Housing)
  - RSR Service Report due Monday, March 6, 2023
    - Request for Corrections due Monday, March 20, 2023

The Important Dates document can be accessed at the following link:

[https://www.ochealthinfo.com/sites/healthcare/files/2023-03/All\\_Providers\\_Important\\_Dates\\_2023-2024\\_FINAL\\_2023-02-09.pdf](https://www.ochealthinfo.com/sites/healthcare/files/2023-03/All_Providers_Important_Dates_2023-2024_FINAL_2023-02-09.pdf)

Marlon Velasco Provided the following updates:

### **2022-2026 Integrated HIV Prevention and Care Plan Next Steps**

- The 2022-2026 Integrated HIV Prevention and Care Plan (Integrated Plan) was submitted to HRSA in December 2022. A summary document to highlight key components of the Integrated Plan is in development. The complete plan is also available on the HIVPAC website at the following link:  
[https://ochealthinfo.com/sites/healthcare/files/2023-02/2022-2026\\_Integrated\\_HIV\\_Prevention\\_and\\_Care\\_Plan\\_Compiled\\_2022-12-13\\_FINAL\\_0.pdf](https://ochealthinfo.com/sites/healthcare/files/2023-02/2022-2026_Integrated_HIV_Prevention_and_Care_Plan_Compiled_2022-12-13_FINAL_0.pdf)

### **Requirements to be Eligible and Qualify Document**

- The Requirements to be Eligible and Qualify for Services document has been updated to include the 2023 Federal Poverty Levels and links to the most current referral forms. Additionally, the service qualifications for Food Bank Support and Housing Services (Emergency Financial Assistance (EFA) for Rent, Mortgage, and Utility Payments, EFA for Rent and Utility Deposits, and Short-Term Supportive Housing) that were lifted due to COVID-19 have been reinstated due to the end of the state of emergency. The document is available on the HIVPAC website at the following link:  
[https://ochealthinfo.com/sites/healthcare/files/2023-02/Requirements\\_to\\_be\\_Eligible\\_and\\_Qualify\\_Effective\\_2023-03-01\\_FINAL.xls](https://ochealthinfo.com/sites/healthcare/files/2023-02/Requirements_to_be_Eligible_and_Qualify_Effective_2023-03-01_FINAL.xls)

### **COVID-19 Eligibility Update**

- Due to the COVID-19 pandemic, verbal consents were allowed to be collected for registration, eligibility, and intake documents. However, beginning March 1, 2023, verbal consents will no longer be allowed and signatures (either wet and/or digital) will be required for all documents.

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Kristin Alix provided the following update:

### **Cultural Humility Provider Training Update**

- The third and final training session for the Cultural Humility training will be scheduled for May 18, 2023, after the All-Provider Meeting starting at 11:00am. More information and registration details will be sent out with a flyer as the date approaches.

### **Provider Updates**

#### **17th Street Testing, Treatment, and Care (TTC)**

Yohani Ramos provided the following update:

- Norma Macias has joined TTC as a Case Management Supervisor. She is available at (714) 834-7413.
- TTC will be relaunching the STD/HIV “Get Tested” media campaign for HIV and STD screening.
- TTC is continuing MPX screening and vaccination for patients.

#### **APAIT**

Lydia Tran provided the following update:

- Two (2) new case managers have joined APAIT:
  - Cody Ramillano as a Health Educator
  - Precious Cardenas-Sauer as a Health Educator

#### **Laguna Beach Community Clinic (LBCC)**

Adriana Nieto-Sayegh provided the following update:

- No updates

#### **PLC**

Manohar “Mark” Sukumar provided the following update:

- Ken Babcock, Executive Director of PLC has retired. Monica Glicken has stepped into the role as of January 2023.

#### **Shanti**

Lauren Dahl has provided the following updates:

- She will be leaving her position as of February 28, 2023, resulting in staffing changes. Kristen Kowalczyk will be taking over Lauren’s roles and responsibilities.
- Shanti is hiring for Eligibility and Patient Intake staff.

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### **Radiant Health Centers**

Phil Yaeger provided the following update:

- Mark Gonzales is the new Chief Operating Officer and will provide support with HIV Care and HIV Housing services.

Wendy Lords provided the following update:

- Two (2) new staff have joined Radiant Health Centers:
  - Bridgette Escobedo as a Housing Case manager
  - Adriana Enciso as a PrEP Navigator

### **The LGBT Center**

No representative in attendance

Medication Assisted Treatment (MAT) Training was held after the meeting.

The next Provider Meeting is scheduled for Thursday, May 18, 2023.