

Ryan White Program Part A Miami-Dade County Medical Case Management Supervisor Care & Coordination Meeting

August 20, 2025



Clinical Quality Management Program
Ryan White Part A/MAI, Miami-Dade County



Ryan White Program Supervisor Training Curriculum

Training Goal:

- To prepare supervisors to lead and support case managers and staff in delivering high-quality, client-centered HIV care and services under the Ryan White HIV/AIDS Program (RWHAP).

Target Audience:

- New and existing supervisors overseeing staff involved in HIV care coordination and service delivery within a Ryan White-funded agency.

Curriculum Overview

Module	Sessions
1	Introduction to Ryan White Program & Supervisor Role
2	Care Coordination & Case Management
3	Accessing Services & Community Resources
4	Learning, Adapting & Disseminating Information
5	Effective Supervision & Staff Development
6	Legal & Ethical Considerations
7	Evaluation & Continuous Quality Improvement (CQI)

Introduction to Ryan White Program & Supervisor Role

Module I Details

- Objectives:
 - Understand the infrastructure of the RWHAP.
 - Define the supervisor's responsibilities in a Ryan White context.
 - Identify core service categories (medical and support services).

Module I- Topics

- RWHAP Legislation and Parts A-F
- HIV Care Continuum
- Supervisor's role in quality and outcomes
- HRSA/HAB expectations and reporting requirements

Module I – Topic 1

RWHAP Legislation

Module I – Topic 2

The current legislation includes:

- Funding
- Minority AIDS Initiative (MAI)
- Identifying people with HIV
- Reaching underserved communities get tested and get HIV care, especially for minorities and underserved communities.
- RWHAP as payor of last resort - This applies to Parts A, B, C, and D. Part-D grants allows public and non-profit groups to provide care through agreements (memoranda of understanding) in addition to contracts.
- Funding for core service - At least 75% of grant funds in Parts A, B, and C must go towards core medical services for people with HIV.

Local Ryan White HIV/AIDS Program

Miami-Dade County Ryan White HIV/AIDS Program, by Part

<p>Part A Provides grant funding for medical and support services to Eligible Metropolitan Areas (EMAs) and Transitional Grant Areas (TGAs) - population centers that are the most severely affected by the HIV/AIDS epidemic.</p>	<p>Partnership Recipient - Miami-Dade County, Office of Management and Budget Subrecipients</p> <p>Partnershipmiami.org</p>																								
<p>Part B Provides grant funding to states and territories to improve the quality, availability and organization of HIV health care and support services. Grant recipients include all 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, and the 5 U.S. Pacific Territories. In addition, Part B also includes grants for the AIDS Drug Assistance Program (ADAP).</p>	<p>Local AIDS Drug Assistance Program (ADAP)</p> <table border="1"> <thead> <tr> <th></th> <th>Food Vouchers</th> <th>Rental Assistance</th> <th>Utilities Assistance</th> </tr> </thead> <tbody> <tr> <td>AHF</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Borinquen HCC</td> <td>x</td> <td></td> <td>x</td> </tr> <tr> <td>Care4U</td> <td>x</td> <td></td> <td></td> </tr> <tr> <td>Care Resource</td> <td>x</td> <td></td> <td>x</td> </tr> <tr> <td>Empower U</td> <td>x</td> <td></td> <td>x</td> </tr> </tbody> </table>		Food Vouchers	Rental Assistance	Utilities Assistance	AHF				Borinquen HCC	x		x	Care4U	x			Care Resource	x		x	Empower U	x		x
	Food Vouchers	Rental Assistance	Utilities Assistance																						
AHF																									
Borinquen HCC	x		x																						
Care4U	x																								
Care Resource	x		x																						
Empower U	x		x																						
<p>Part C Provides grant funding to local community-based organizations to support outpatient HIV early intervention services and ambulatory care. Part C also funds planning grants, which help organizations more effectively deliver HIV care and services.</p>	<p>2025 Subrecipients: University of Miami Borinquen Medical Miami Beach Community Health Care Centers Care 4 U</p>																								
<p>Part D Provides grant funding to support family-centered, comprehensive care to women, infants, children and youth living with HIV.</p>	<p>Comprehensive AIDS Program (CAP) - University of Miami</p>																								
<p>Part F Develop innovative models of HIV care and treatment to respond to RWHAP client needs; Provide oral health care for people with HIV and education about HIV for dental care providers; Help RWHAP recipients improve access to HIV care and health outcomes for minorities; Grant funding supports several research, technical assistance, and access-to-care programs</p>	<p>Online Resources: Aids Education and Training Centers Special Projects of National Significance (SPNS) Program</p>																								

Ryan White Part A/MAI Program Miami-Dade County

Subrecipients:

AIDS Healthcare Foundation (AHF)

Betterway of Miami, Inc.

Borinquen Health Care Center, Inc.

CAN Community Health

Care4U

Care Resource

Citrus Health Network, Inc.

Community Health of South Florida, Inc. (CHI)

Empower U, Inc.

Food for Life Network, Inc.

Jessie Trice Community Health Systems, Inc.

Latinos Salud

Legal Services of Greater Miami, Inc.

Miami Beach Community Health Center, Inc.

New Hope Corp

Public Health Trust of Miami-Dade County, Florida (PHT)

North Dade Health Center

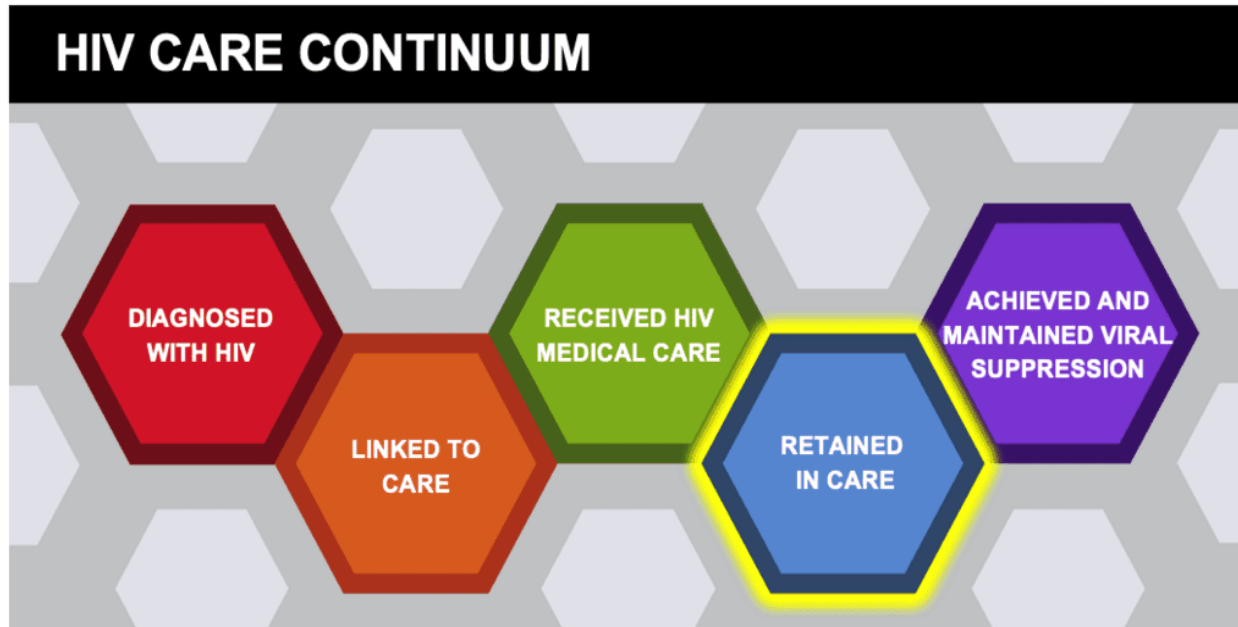
Jackson Medical Group South Beach (formerly the P.E.T. Center)

South Florida AIDS Network (SFAN)

University of Miami Comprehensive AIDS Program, (CAP)

Module 1 – Topic 2

HIV Care Continuum



The HIV care continuum is a public health model that outlines the steps or stages that people with HIV go through from diagnosis to achieving and maintaining viral suppression (or very low or undetectable amount of HIV in the body).

HIV Care Continuum Steps

- Diagnosis of HIV infection
- Linkage to HIV medical care
- Receipt of HIV medical care
- Retention in medical care
- Achievement and maintenance of viral suppression

Supervisor's Role in Quality & Health Outcomes

- 🎯 **MCM Supervisor must ensure that each MCM conducts the following appropriately and timely:**
 - **Care Coordination:**
 - Connect clients with HIV medical care and other healthcare services.
 - Ensure timely appointments and medication adherence.
 - **Needs Assessment:**
 - Assess the client's medical, psychosocial, and support service needs.
 - **Service Planning:**
 - Develop and monitor individualized care plans; Set goals with clients to improve health outcomes.
 - **Referrals & Navigation:**
 - Refer clients to services like housing, mental health, substance abuse treatment, and food assistance.
 - Help clients navigate complex healthcare systems.
 - **Follow-Up & Monitoring:**
 - Maintain regular contact with clients.
 - Track lab results (like CD4 count and viral load) to ensure treatment effectiveness

Supervisor's Role in Quality & Health Outcomes

Service Delivery Manual – Sections I - XV

- MCM related:
 - Section I - Service Definitions
 - Section III - Medical Case Management (MCM) Standards of Service
 - Letters of Nutritional Assessment and Medical Necessity
 - Section VI- Client Eligibility
 - Section VII – PESN Essential Functions
 - Section VIII – Allowable Medical Conditions List (Revised
 - Section XV – Acknowledgement for Medical Transportation

Module I- Topic 3

Supervisor's role in Quality & Health Outcomes

https://www.miamidade.gov/global/service.page?Mduid_service=ser1482944607068715



Clinical Quality Management Program
Ryan White Part A/MAI, Miami-Dade County



Supervisor's Role – Quality and Health Outcomes

In the context of the **Ryan White HIV/AIDS Program (RWHAP)**, a **Medical Case Management (MCM) Supervisor** plays a crucial role in ensuring that clients receive high-quality care and that services are aligned with program goals and outcomes. Outcomes refer to measurable changes or improvements in client health, service utilization, and overall program performance.

Examples of the MCM Supervisor's role in driving outcomes:

1. Improved Viral Suppression Rates
2. Increased Retention in HIV Care
3. Timely Linkage to Care (*reduced time from HIV diagnosis to first medical visit*)
4. Improved Service Coordination
5. Data Quality and Documentation Compliance
6. Staff Development and Documentation Compliance

Identify Core and Support Service Categories (Miami-Dade County- FY 2025)

#	Core Medical Services <i>(set of essential, direct health care services provided to PLWH)</i>	Support Services
1	AIDS Pharmaceutical Assistance (Local Pharmaceutical Assistance Program – LPAP)	Emergency Financial Assistance (limited)
2	Health Insurance Premium and Cost-Sharing Assistance for Low-income Individuals (Health Insurance Assistance)	Food Bank
3	Medical Case Management, including Treatment Adherence Services	Medical Transportation
4	Medical Nutrition Therapy (locally, included as a component of outpatient/ambulatory health services)	Other Professional Services (Legal Services and Permanency Planning)
5	Mental Health Services	Outreach Services
6	Oral Health Care	Substance Abuse Services (Residential)
7	Outpatient/Ambulatory Health Services	

RYAN WHITE PROGRAM: CLINICAL QUALITY MANAGEMENT INDICATOR DESCRIPTIONS

HIV Care Continuum

- C1. **Total RWP Clients:** Number of unduplicated RWP Clients receiving at least one billed RWP service from any subrecipient during the 12-month reporting period. Subrecipient totals are based on all billed events at that agency during the reporting period.
- C2. **Total Clients In Medical Care (IMC: Target goal $\geq 95\%$):** Percent of active RWP Clients in medical care. **Denominator:** All RWP Clients (C1). **Numerator:** RWP Clients receiving one or more medical visits with any RWP provider with prescribing privileges, or VL test, or medical visit copay during the 12 month reporting period.
- C3. **Total Clients Retained in Medical Care (RiMC: Target goal $\geq 90\%$):** Percent of RWP Clients retained in medical care. **Denominator:** All RWP Clients (C1). **Numerator:** RWP Clients receiving 2 or more: medical visits with a provider, VL test, or medical visit copay, 90 or more days apart, in the past 12 months.
- C4. **Total Clients with a suppressed VL (Target goal $\geq 95\%$):** Percent of RWP Clients with a suppressed viral load (VL) (<200 copies/mL). **Denominator:** All RWP Clients (C1). **Numerator:** RWP Clients with a documented suppressed VL in the most recently reported lab test.
- C5. **Total RWP Clients w/ missing VL data (Target goal $\leq 5\%$):** The percent of RWP Clients that did not have at least one VL test in the reporting period, regardless of outcome. **Denominator:** All RWP Clients (C1). **Numerator:** All RWP Clients who did not have one or more VL test(s) in the 12-month reporting period.

Medical Case Management (MCM)

- M1. **Active MCM Clients:** Number of unduplicated RWP Clients (C1) with at least one MCM billed encounter in reporting period; excludes clients whose cases were closed (MCM Client Service Category Profile must currently be Open), and identified Out-of-Network Clients. The number of clients attached to a site is based on their assigned MCM Site, according to Provide.
- M2. **MCM Clients IMC (Target goal $\geq 95\%$):** Percent of MCM Clients (M1) in medical care (IMC), as defined in C2. **Denominator:** Total active MCM Clients (M1). **Numerator:** MCM Clients IMC.
- M3. **MCM Clients RiMC (Target goal $\geq 90\%$):** Percent of total MCM Clients (M1) who were retained in medical care (as defined in C3).
- M4. **Total Clients with a suppressed VL (Target goal $\geq 95\%$):** Percent of active MCM Clients with a suppressed viral load (VL) (<200 copies/mL). **Denominator:** All active MCM Clients. **Numerator:** All active MCM Clients with a documented suppressed VL in the most recently reported lab test, in the 12 month reporting period.
- M5. **MCM Clients w/ missing VL data (Target goal $\leq 5\%$):** The percent of active MCM Clients that did not have at least one VL test in the reporting period, regardless of outcome. **Denominator:** All active MCM Clients (M1). **Numerator:** All active RWP Clients that did not have one or more VL test(s) in the reporting period.
- M6. **MCM Clients w/ 2 or more Plan of Care updated/developed 90 or more days apart:** Number of MCM Clients who had an Action Plan (e.g. POC) updated or developed 2 or more times AND were 90 or more days apart in the reporting period. **Denominator:** See M6a. **Numerator:** Clients with a POC developed or updated 2 or more times AND were 90 days or more apart in the reporting period. (A plan of care update is defined by a POC billed service)
- M6a. **Eligible Clients for M6a:** MCM Clients with any billed MCM service in the first 6 months of the reporting period.
- M7. **MCM Clients w/ MCM contact in 90 or less days:** MCM Clients who have had an MCM or PESN client contact, in person or virtual, in 90 or less days prior to the end of the reporting period. **Denominator:** See M7a. **Numerator:** MCM Clients that had an MCM and/or PESN contact in 90 or less days prior to the end of the reporting period (A client is considered to have been contacted if any of the following service codes were billed: ADH, FFE, TEL, THM, THP)
- M7a. **Eligible Clients for M7:** MCM Clients with any billed MCM service in the last 6 months of the reporting period.
- M8. **MCM Clients receiving RWP Oral Health Care services:** MCM Clients who had 1 or more billed RWP dental service in the 12-month reporting period. **Denominator:** All active RWP MCM Clients (M1). **Numerator:** MCM Clients incurring charges for any dental services in the reporting period, at any RWP OHC provider. **(Formerly M9 in previous Report Card iterations)**
- M9. **MCM Clients without a gap in HIV VL Measurements:** MCM Clients who had a viral load measurement during the first and last 6 months of the 12-month reporting period. **Denominator:** See M9a. **Numerator:** Clients that have a recorded viral load measurement in PE during the first and last 6 months of the reporting period.
- M9a. **Eligible Clients for M9:** MCM Clients with a VL measurement in the first 6 months of the reporting period.
- M10. **MCM Clients without a gap in HIV Medical Care Visits:** MCM Clients receiving medical care during the first and last 6 months of the 12-month reporting period. **Denominator:** See M10a. **Numerator:** RWP Clients receiving 1 or more: medical visits with a provider, VL tests, or medical visit copays, in the first and last 6 months of the reporting period.
- M10a. **Eligible Clients for M10:** MCM Clients with a VL test, medical visit, or medical visit copay, in the first 6 months of the reporting period.

MDC-RWP CLINICAL QUALITY MANAGEMENT (CQM) PERFORMANCE REPORT CARD

M10a. **Eligible Clients for M10:** MCM Clients with a VL test, medical visit, or medical visit copay, in the first 6 months of the reporting period.

Outpatient/Ambulatory Health Services (OAHS)

- N1. **Active OAHS Clients:** Number of unduplicated RWP Clients (C1) with at least one face-to-face (FFE) OR telehealth OAHS visit, OR Copay (Service Code: ACAOV OR APPOV) billed to a RWP subrecipient in the 12 months prior to the end of reporting period. Agency assignment is based on the site where the most recent OAHS service of the reporting period was billed. Excludes Clients whose cases were closed in the reporting period, or identified out-of-network Clients.
- N2. **OAHS Clients IMC (Target goal $\geq 95\%$):** Percent of OAHS Clients (N1) in IMC (as defined in C2). **Denominator:** Total active OAHS Clients (N1). **Numerator:** OAHS Clients IMC.
- N3. **OAHS Clients RiMC (Target goal $\geq 90\%$):** Percent of OAHS Clients (N1) retained in medical care (as defined in C3).
- N4. **Total Clients with a suppressed VL (Target goal $\geq 95\%$):** Percent of active OAHS Clients with a suppressed viral load (VL) (<200 copies/mL). **Denominator:** All active OAHS Clients (N1). **Numerator:** All active OAHS Clients with a documented suppressed VL in the most recently reported lab test, in the 12 month reporting period.
- N5. **OAHS Clients w/ missing VL data (Target goal $\leq 5\%$):** The percent of OAHS Clients that did not have at least one VL test in the reporting period, regardless of outcome. **Denominator:** All OAHS Clients (N1). **Numerator:** All active OAHS Clients that did not have one or more VL test(s) in the 12 month reporting period.

Oral Health Care (OHC)

- D1. **OHC Clients treated by subrecipients:** Number of Clients who received ANY oral healthcare service (includes teledentistry) in the reporting period. Clients are assigned to OHC sites based on most recent OHC visit in the 12 month reporting period.
- D2. **OHC Clients w/ annual oral exam (TG $\geq 75\%$):** Number of OHC Clients that received a clinical oral examination (COE) in the reporting period. A COE is defined by the following RWP Oral Health Care Formulary Codes: D0120, D0150, D0160, D0170, and D0180 (D0140 is purposefully EXCLUDED). **Denominator:** D1. **Numerator:** RWP Clients with at least 1 billed Clinical Oral Examination within the last 12 months. Clients are assigned to OHC sites based on most recent COE OHC visit in the reporting period.

Supervisor's Role in the RWP Resources

Locally:

- MDC- Clinical Quality Management (CQM) Performance Report Card – FY 2025 (*includes HAB/HRSA Performance Measures*)
- QI Dashboard
- RWP Service Delivery Guidelines
- Provide Enterprise (PE-Miami)
- BSR – In-service Trainings

Staff Resources

Carla Valle-Schwenk, Program Administrator
Miami-Dade County Office of Management and Budget
Grants Coordination/Ryan White Program
111 NW 1st Street, 22nd Floor, Miami, FL 33128
305-375-3546 Phone
305-375-4454 Fax

Behavioral Science Research Corporation
2121 Ponce de Leon Blvd, Suite 240
Coral Gables, FL 33134

Robert Ladner, Ph.D.
BSR phone: 305-443-2000 ext. 110

Sandra Sergi, CQM Program Manager
Phone: 305-448-2837
Phone: 305-877-8838

Karen Hilton, CQM Program Manager
Phone: 305-443-2000, ext. 104

Frank Gattorno M.P.H.– Data Analyst
Phone: 305-445-1081

Marlen Meizoso, M.A.
Project Manager/Research Associate
Phone: 305-445-1076 ext. 107

Christina Bontempo -Project Manager/Community Liaison
Direct Line: 305-448-8297



Clinical Quality Management Program
Ryan White Part A/MAI, Miami-Dade County



Thank You!



Clinical Quality Management Program
Ryan White Part A/MAI, Miami-Dade County

