Advancing Connecticut Together, Inc.

Accessing
Ryan White Client Assistance Funds (CAF)
Accessing the Ryan White Client Assistance Fund

On the following pages you will find ACT’s policies and procedures for administering the Client Assistance Fund, including

● Purpose of Funds
● Case Manager Partnership
● Service Categories
● Ryan White Eligibility Requirements
● ACT Determination Process
● Participating Medication Assistance Pharmacies

Purpose of Funds

The Client Assistance Fund is a set of financial assistance services funded by the City of Hartford’s and the CT Department of Public Health’s Ryan White Programs. The Ryan White Client Assistance Fund can be used to help clients maintain their quality of life and to meet emergency needs. All funds must be accessed through case managers/service providers working on behalf of Ryan White eligible clients living in Hartford RWA Transitional Grant Area (TGA) or RWB Region 3 made up of Hartford, Tolland, and Middlesex counties.

Ryan White funds are the payer of last resort. As instructed by the funders, case managers must document that assistance was sought elsewhere and denied before applying for these funds. All requests for assistance must document that other sources were applied for and were denied.

Designated service category funds can be used up to a funder established cap per client per contract year to assist with requests that may be emergency in nature, or when only one expenditure per year will be made. Caps on charges listed in this document are subject to change per funder and contractual obligations and all requests are considered on the basis of the availability of funds. These emergency needs can include utilities and other emergency situations. Funding can also be used for the continuation of medical insurance if the client is not eligible for the CT Insurance Premium Assistance (CIPA) under CADAP. These caps may vary depending on the availability of TGA/DPH funding appropriations. All applications for assistance will be considered on a first come first serve basis and considered on the basis of a completed application rather than the application date. If funds are expended in a particular category while an application is in pending status, the application will be canceled.
Case Manager Partnership

Case managers are crucial to the success of the Client Assistance Funds Program. Since Ryan White funds are funds of last resort, it is important for case managers to coordinate their efforts to access a wide range of client-centered, culturally sensitive services to link their clients with all available entitlement programs, subsidized and affordable housing programs, utility and food assistance programs, as well as provide any budgeting assistance that might be needed to ensure client self-sufficiency and success.

Timely, complete, and accurate submission of all required client documentation to ACT will assist in quickly approving and paying requests. The fax cover sheet/checklist should provide you and your supervisor with another tool to ensure completeness (see CAF Request Forms section on our website for the fax cover sheet/checklist). We strongly encourage you to use this tool.

ACT will provide training to current and new case managers, and others, regarding accessing the client assistance funds. For questions about processes or to arrange a case manager training, contact the Client and Housing Assistance Funds Coordinator, cafhaf@act-ct.org, or 860.247.2434 X 379.

Service Categories

Emergency Financial Assistance Services

1. Emergency Medication Assistance ($200 cap per client per contract year)

EFA Medications are medications not covered by insurance, including over-the-counter medications that were prescribed by a doctor and filled by the pharmacy, or for people who cannot access CADAP and do not have any other type of insurance.

Part A - This may include new prescriptions, refills of medications, vitamins, supplements, or over-the-counter medications prescribed by a physician. Prescribed nutritional supplements (e.g., Ensure), multivitamins, Vitamin D, and Calcium can be accessed free of charge through RW Part B Medical Nutritional Therapy (MNT) program. Clients can also receive a comprehensive nutritional assessment free of charge through the MNT program. Case managers should refer clients needing these supplements to the MNT program. Referrals can be made through CAREWare and e2Connecticut to ACT’s MNT program or by calling 860.547.1771.

A list of approved pharmacies is included at the beginning of the FORMS section. Additional pharmacies can be added as needed. Please contact the Client and Housing Assistance Funds Coordinator, cafhaf@act-ct.org, or 860.247.2434 X 379.
2. Utilities ($500 cap per client per contract year) Part A & B

These funds are to be used for emergency assistance to pay for electricity, electric heat, heating oil, gas payments and water, and basic phone service. **Cable TV and bundled package bills are not eligible for assistance.** Case managers must document clients' established payment plans in an effort to avoid future emergency situations. Other funding sources must be pursued and denied before applying for client assistance in this service category.

This fund is not available to pay for ongoing utility bills. We require documentation to confirm that the client is in arrears or has a past due balance. Clients who apply for Ryan White energy assistance each contract period are STRONGLY urged to be referred to and attend a budgeting class offered by the Utility Company or local Community Action Program, such as CRT or CT Money School, a program of the CT Association of Human Services (CAHS) [https://www.cahs.org/ct_money_school](https://www.cahs.org/ct_money_school).

Bills with backup documentation and dates of service for the request must be within the contract year and included with the request form. Checks will only be issued to the vendor(s) designated on the request form. Bills must be in the client’s name or a name of an affected household member who is considered part of the client’s household. HRSA regulations specify that eligibility is considered on a household basis. Therefore, we can only assist one eligible household member per year, even if there are two Ryan White eligible individuals living in the residence.

**Consumers must apply for any available utility emergency assistance programs.**

<table>
<thead>
<tr>
<th>Region/County</th>
<th>Organization</th>
<th>Address</th>
<th>Phone #</th>
</tr>
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<tr>
<td>Greater Hartford</td>
<td>CRT</td>
<td>395 Wethersfield Ave</td>
<td>860-560-5800</td>
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<tr>
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<td>Hartford, CT</td>
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<tr>
<td>Central CT</td>
<td>HRA of New Britain</td>
<td>336 Arch St.</td>
<td>860-225-1084</td>
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<td></td>
<td></td>
<td>New Britain, CT</td>
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<tr>
<td>Greater Middletown</td>
<td>CRT</td>
<td>395 Wethersfield Ave</td>
<td>860-560-5800</td>
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<tr>
<td></td>
<td></td>
<td>Hartford, CT</td>
<td></td>
</tr>
</tbody>
</table>

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Electricity Payments - The case manager should call Eversource and arrange to have the client placed on the NU-START program. Ryan White funding can be used to pay the required match amount. Case managers are also asked to work with the client and Eversource to arrange appropriate payment plans to pay any arrearage. This fund will pay for the $25 sponsor fee or amount of good faith payment required by the utility company.

Electric Heat and Oil Payments - Case managers should refer clients to the Community Renewal Team’s (CRT) Energy Assistance Program (Greater Hartford), HRA of New Britain and to Operation Fuel.

Gas - Case managers should refer clients to the Community Renewal Team’s (CRT) Energy Assistance Program, the Connecticut Natural Gas (CNG) forgiveness and payment programs and Operation Fuel.

Water - Case managers should refer clients to the Community Renewal Team’s (CRT) Energy Assistance Program.

Phone - For clients who do not have landline phones, cell phone bills will be reviewed on a case-by-case basis with a cap of $40 towards current basic service on approved cases. ACT requires documentation that extra services have been eliminated, particularly from the telephone charges (e.g. directory assistance, call waiting, automatic call back, 900 numbers, caller-ID or answering machine rental and internet services, ringtones, and ringback tones). Application to LifeLine (AKA Obama Phone), for phone service, when deemed medically necessary, must be made when appropriate.

3. Food Voucher Program ($80.00 cap per client per contract year) Part A & B

This program is intended to be a one-time emergency assistance program for income-strapped clients.

Any case manager who serves Ryan White Part A or B eligible clients is eligible to participate in the Food Voucher program. Upon request, case managers will receive an $80 food voucher
(Please apply in $40 increments for gift cards to Stop and Shop). The cap may be increased or decreased over the course of the contract period.

**Case managers must come to ACT to pick up food vouchers (email cafhaf@act-ct.org).** Case managers will receive an email from ACT letting them know that Food Vouchers and/or Bus Passes are ready. The approval letter does NOT mean that a case manager can come to pick them up. Case managers can call the office to make arrangements to pick up Food Vouchers 860-247-2437. Alternate arrangements such as drop-offs can be arranged. Please contact the Director of Community Resources at ext. 316. **No food vouchers will be mailed.** These food vouchers are available for the purchase of food items only. They are designed as an emergency source to supplement other sources of food such as entitlement programs or food pantries and are not meant as the sole source of the client’s nutrition.

All clients who are accessing food vouchers must first be counseled by their case manager regarding all other sources of food income and resources must be discussed (i.e., SNAP, food pantries, soup kitchens, Food Share, etc.). A complete listing of food distribution centers and helpful resources can be found on CT Foodshare’s website: [https://www.ctfoodshare.org/find-help/](https://www.ctfoodshare.org/find-help/)

The case manager must provide documentation that the client has expended SNAP funds and exhausted other options. **Case managers must remind clients that Ryan White programs are not entitlements, are intended to address emergencies, and – by statute - are the payer of last resort.**

We strongly encourage case managers to engage in developing and managing a budget with their clients to prevent ongoing and re-occurring emergencies.

**Non-Emergency Financial Assistance Services**

**1. Health Insurance Premium and Cost Sharing Assistance (HIPCSA) ($1,200 cap per client per contract year) Part A only**

HIPCSA funds provide assistance to clients in paying for health insurance premiums, and co-pays for medications and medical bills after insurance. HIPCSA includes payments for medical bills toward deductibles. A detailed invoice is required that clearly documents what was charged, insurance paid, and what the client’s co-pay is. Clients who receive tax reimbursement payments for insurance payments through the Affordable Care Act are required to reimburse Ryan White for Insurance Deductibles. Please contact the Client and Housing Assistance Funds Coordinator cafhaf@act-ct.org for more information on how to submit payments.
2. Transportation Part A

The Ryan White Part A Transportation Program is used to enable clients to access medical or support services. As with all Ryan White Services, it must be the payer of last resort for those clients who may be otherwise unable to attend their medical appointments due to lack of access to other programs or lack of personal funds. Bus passes are for medical and social support program attendance purposes only. For clients requiring cab service or for those who do not live on a bus line, please refer to our Uber policy.

Clients who are on Medicaid are not eligible for this Ryan White assistance for medical transportation. Medicaid has contracted with Veyo for non-emergency medical transportation in the Greater Hartford area, therefore, recipients of Medicaid living within the Hartford TGA must contact Veyo @ 866.478.7350 to determine eligibility for and/or schedule transportation to medical appointments. Eligible clients must call at least 48 hours in advance of their appointment to schedule for livery cab. Rides to appointments may be scheduled up to a month in advance. Medicaid clients who are actively participating in substance use treatment or mental health treatment may be able to get non-emergency medical transportation. Please contact Veyo to determine eligibility for your client before submitting your request for transportation assistance to ACT. Medicaid clients may access the Ryan White A Transportation Program for social service appointments (e.g., appointments with a case manager, meals at Wellness Centers or community-based recovery support groups).

A Transportation Request Form must be filled out with clearly defined dates for medically related appointments and the number of bus passes requested. This should be reflected within the client’s case notes. Use of tokens/bus passes for recreational purposes is strictly prohibited and will result in clients being denied further access. The client should bring documentation to their case manager to ensure that bus passes are used for the intended purpose. Violation of this protocol may disqualify the client from receiving transportation assistance in the future.

Case managers will receive an email from ACT letting them know that bus passes are ready. The approval letter does NOT mean that a case manager can come to pick them up. Case Managers can contact ACT at 860-247-2437 to arrange a time to pick up the bus passes. Please contact cafhaf@act-ct.org and speak with the Client and Housing Assistance Funds coordinator to make alternative arrangements for drop off if necessary.

Ryan White Eligibility Requirements
1. Documentation of HIV status, including CD4/VL done within the past six months unless there’s a doctor’s note that indicates six-month updates are not medically indicated.
2. Federal income cap of 300% of poverty (by family size) using gross income (before taxes).
3. For RWA Funds: Must be a resident(s) of the Greater Hartford Transitional Grant Area. RWB funds are designated for clients who are residing in Region 3. (Hartford/Middlesex/Tolland counties).
4. In cases where the client is affected rather than infected, the service(s) must be intended to provide direct benefit for the infected individual(s).

**Required Client Eligibility Documentation:**
1. ACT fax checklist/cover page
2. CAREWare referral OR Ryan White referral form if your agency doesn’t use CAREWare
3. Ryan White intake form OR CAREWare demographic report
4. Up-to-date annual review
5. Ryan White eligibility worksheet
6. Household income verification (e.g., Current year’s DSS award, SSD/SSI, one month of consecutive, recent paystubs [two biweekly paystubs, or four consecutive weekly paystubs for housing requests], notarized letter documenting other income, zero income affidavit, etc.)
7. A Release of Information form (external agencies only)
8. Signed ACT Bill of Rights
9. Signed RW Consent Agreement
10. Signed ACT and external agency e2Connecticut sharing agreement
11. Signed ACT and external agency CAREWare sharing agreement
12. Documentation of HIV status, including CD4/VL done within the past six months
13. Supporting documentation (e.g., itemized bill)
14. Signature of Case Manager and Supervisor
15. Request form(s)

All documents are available on our website: [https://aids-ct.org/assistance.html](https://aids-ct.org/assistance.html)

For clients applying for the same assistance each year, we strongly encourage that a budget be developed between the case manager and client to demonstrate that there is a plan for the client to live within their means and have anticipated annual expenses such as holidays, school uniforms, car tax/registration/insurance, etc. For clients who have experienced chronic homelessness, multiple evictions, or who are experiencing difficulty managing finances due to mental health, cognitive issues, or substance use, case managers may consider a referral to ACT’s Housing Support Services for budgeting/representative payee program. Contact 860.549.1728 for more information.

**Geographic Eligibility**

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For Ryan White Part A (RWA) Funds:

RWA funds are available to any eligible client in the Greater Hartford Transitional Grant Area (TGA), consisting of towns in Hartford, Tolland, and Middlesex Counties:

- Amston
- Andover
- Avon
- Berlin
- Bloomfield
- Bolton
- Bristol
- Burlington
- Canton
- Chester
- Clinton
- Columbia
- Coventry
- Cromwell
- Deep River
- Durham
- East Granby
- East Haddam
- East Hampton
- East Hartford
- East Windsor
- Ellington
- Enfield
- Essex
- Farmington
- Glastonbury
- Granby
- Haddam
- Hartford
- Hartland
- Hebron
- Killingworth
- Manchester
- Mansfield
- Marlborough
- Middlefield
- Middletown
- New Britain
- Newington
- Old Saybrook
- Plainville
- Portland
- Rocky Hill
- Simsbury
- Somers
- Southington
- South Windsor
- Stafford
- Suffield
- Tolland
- Union
- Vernon
- Westbrook
- West Hartford
- Wethersfield
- Willington
- Windsor
- Windsor Locks

For Ryan White B (RWB) Funds:

Applicants must have a case manager to access RWB funds in Region 3. RWA Hartford TGA clients who cap out of RWA funds may be eligible for RWB funds.

Case managers do not need to designate whether they are applying for Part A or Part B funds on behalf of their client. The CAFHAF staff will make the determination of what funds can and will be used.
ACT Determination Process

1. Case managers must submit completed applications via our secure fax to 860.761.6711 and send a CAREWare referral. Under no circumstances should any client information be emailed to CAF unless you are able to send an encrypted email. Our fax is secure whereas email is not.

2. Application materials are available on our website: http://www.aids-ct.org/assistance.html ACT will open one file per client per contract period with the receipt of required client eligibility documentation so that a case manager will not be required to submit two sets of standard documentation for the housing assistance fund and the client assistance fund programs. New clients will be able to apply for both housing and direct client assistance funds simultaneously. However, client income verification and CD4 count/viral load must be updated within six months of the request. Documentation that assistance is needed to obtain medical care can be substituted, however, the case manager is responsible for providing the assistance when it becomes available or further assistance requests will be placed in pending status.
   a. If all documentation is up-to-date in CAREWare, the case manager only needs to submit the signed request form and supporting documentation (e.g., itemized bill)
   b. Please use the fillable PDFs located on our website and refrain from handwriting the requests.

3. CAF/HAF Staff will check the fax folder daily, and upon receipt, will date and document all applications on our tracking spreadsheet.

4. CAF/HAF Staff will review applications on an ongoing basis for completeness. Medication and transportation requests will be reviewed daily and prioritized.

5. When an application is approved, approvals will be given to Finance, and checks will be cut within ten business days of receipt of a completed application.

6. If an application is incomplete, CAF/HAF staff will email the person(s) identified by the applying agency (the case manager and their supervisor) within five business days of receipt, detailing missing information or inaccurate/conflicting information. The application will be filed as a pending application.
   a. If a complete/corrected application has not been received within 10 business days, it will be denied. A letter of denial will be emailed to the contacts at the applying agency and a copy will be placed in the client’s file.
   b. It is the express responsibility of the applying case manager to follow up and complete a pending application within ten business days. Failure to do so will result in a denial. If a request is denied, Case Managers may re-apply at any time.

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7. When an application is **denied**, an email will be sent to the applying case manager/service provider and their supervisor detailing the reason(s) why and a copy will be placed in the applicant's file.

**For medication authorizations from pharmacies:**

1. To apply for assistance, the client brings a prescription to a case manager, who in turn makes a copy for the client file. The client brings the original prescription to the pharmacy.

2. The pharmacy faxes a medication request to ACT.
   a. If the client’s Ryan White eligibility and all paperwork is up-to-date, CAF/HAF staff will **approve** the authorization and fax it to the pharmacy. The pharmacy can then release the prescription to the client.
   b. If the client’s Ryan White eligibility is not up-to-date, CAF/HAF will let the pharmacy know the application is **pending** and the pharmacy cannot release the prescription to the client. The case manager has ten business days to send ACT the required documentation or the application will be **denied**.
   c. If a client is not eligible for Ryan White medication assistance or has reached the category cap, the pharmacy and case manager will be notified that the request has been **denied**.

3. CAF/HAF staff notify the case manager as to whether the medication authorization was approved, pending or denied.

4. Upon approval, the case manager must submit a Request for Payment form **within 10 business days** of the approval so ACT can pay the pharmacy for the medications. **Failure to do so may be grounds to deny subsequent medication requests.**

5. The case manager should inform the client of the request approval, particularly if the request was for a new prescription or refill.

6. When the medication request is **denied**, the case manager and, for medication reimbursement requests, the pharmacy will be notified by fax with the appropriate reason. A denial form will be sent to the case manager and a copy of the denial form will be placed in the client’s file. The case manager should notify the client immediately with the reason for denial and develop alternative plans for payment.

Checks for CAF do not have ACT’s name imprinted on them. Checks will be made out directly to the vendor. The memo line will include the account number and the client’s CAREWare/e2Connecticut code. A copy of the bill or invoice will be attached to the check.

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confirmation with check number and date of payment will be sent to the case manager or supervisor within five days following check disbursement and a copy of the documentation will also be maintained in the client file. **Bank protocol does not allow us to send copies of the original check.** If there are issues with payments, please contact cafhaf@act-ct.org so that the request can be researched. In applicable instances, a check number, date check was mailed and or cashed can be provided.

Checks will not be given directly to clients **under any circumstances. Under no circumstances will clients, family or agency staff be reimbursed.** If you are unclear about this policy, please contact, Director of Community Resources, 860.247.2437 x 316. Failure to adhere to this policy will disqualify a case manager from submitting future applications to ACT.

**Confidentiality** of all client information is strictly maintained by ACT staff. We will use Ryan White codes rather than the names of the applicants. All applications are kept on a secure server to which only the employees involved in the HAF/CAF have access.

**Please note:** Payments for emergency requests may be made within 2 business days. Requests must come directly from case managers and detail clearly and specifically why the request is deemed an emergency. Failure to plan on the part of the client or the case manager does not qualify as an emergency.

**Participating Medication Assistance Pharmacies**

Ryan White Part A Funds can be used for prescriptions and prescription co-pays that are not covered by Title XIX, CADAP or private insurance. See information in the ACT Determination Process section on the procedure for prescription authorization/applications. The following pharmacies have been approved for the drug reimbursement program:

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<thead>
<tr>
<th>Pharmacy Name</th>
<th>Address</th>
<th>Contact Person</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Arrow Prescription Center*</td>
<td>500 Farmington Avenue</td>
<td>Lydia Grant (Account Rep)</td>
<td>860-570-0543</td>
<td>860-231-7007</td>
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<tr>
<td>Hartford, CT 06106</td>
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<td>Arrow Pharmacy*</td>
<td>860-522-9289</td>
<td>860-527-1381</td>
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<tr>
<td>Pharmacy Phone: 860-522-9289</td>
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<td>St. Francis Hospital</td>
<td>100 Woodland Street</td>
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<tr>
<td>Hartford, CT</td>
<td></td>
<td></td>
<td>Ph: 860-527-2800</td>
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<tr>
<td>Pharmacy Fax: 860-231-7007</td>
<td></td>
<td></td>
<td>Fax: 860-286-2981</td>
<td></td>
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<tr>
<td>Arrow Prescription Center*</td>
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<td>Community Health Service*</td>
<td>Arrow Pharmacy*</td>
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<tr>
<td>308 Main Street Extension</td>
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<td>500 Albany Avenue</td>
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<tr>
<td>Middletown, CT 06457</td>
<td></td>
<td>Attn: Jerry Ouellette</td>
<td>Phone: 860-249-9625</td>
<td>860-524-5836</td>
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<tr>
<td>CVS</td>
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<td></td>
<td>Fax: 860-527-1381</td>
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<td>CVS</td>
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<tr>
<td>Burgdorf/Fleet Health Center</td>
<td>131 Coventry Street</td>
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<td>New Britain, CT</td>
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<tr>
<td>Hartford, CT 06112</td>
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<td>Phone: 860-225-6487</td>
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<tr>
<td>Att: Wendy/Darcy</td>
<td>Phone: 860-286-2766</td>
<td></td>
<td>Fax: 860-229-4488</td>
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Hartford Health Care Comm.
Pharmacy (formerly Arrow #17)
85 Seymour Street
Hartford, CT 06106
Phone: 860-727-1123
Fax: 860-520-4307

Manchester Pharmacy
348 Main Street
Manchester, CT 06040
Phone: 860-649-1025
Fax: 860-649-0457

Rite-Aid
School Street Plaza
271 Ellington Rd
East Hartford, CT 06108
Attn: Carlene
Phone: 860-528-6115
Fax: 860-289-0433

Walgreens
Attn: Ann L. Pharmacy Manager
100 Retreat Avenue
Suite 102 B
Hartford, CT 06106
Phone: 860-595-1813
Fax: 860-595-1852

Walgreens
161 Washington Street
Hartford, CT 06106
Phone: 860-522-5005
Fax: 860-522-5405

Walgreens
674 Farmington Avenue
West Hartford, CT 06119
Phone: 860-523-5849
Fax: 860-523-0093

*These three Arrow Pharmacies bill through the Arrow Prescription Center Bookkeeping Department at the Farmington Avenue address in Hartford. The other Arrow Pharmacies bill contractor directly.

Manchester Pharmacy will deliver prescriptions free of charge and covers a wide area including Broadbrook, Ellington, Coventry, Manchester area, East Hartford, and also into Hartford.

Additional pharmacies may be added to this list during the contract period. Please contact cafhaf@act-ct.org