



# VCU

## *VCU Ryan White Program*

### Ryan White Care Act

### Imposition of Charges: Ryan White Fee and Cap on Charges

#### **PURPOSE:**

VCU Ryan White Program (VCU RWP) is designed to provide free or discounted care to uninsured patients. Per HRSA requirements, charges, including a fee and cap, should be imposed.

#### **POLICY:**

This policy outlines how staff and clients ensure that fees for services are not a barrier to access for clients and to make available discount services for those in need. Clients must comply with VCURWP eligibility policy to qualify for program services.

#### **PROCEDURE:**

##### 1. Ryan White Fee

- a. The fee is based on the calendar year.
- b. The case manager takes responsibility at the initial eligibility and annually. They will inform the client about what the RWP covers, the client's Ryan White fee, when they will be billed the fee, and that the fees will never be sent to collections or impact their ability to access our care.
- c. The fee schedule is:
  - i. \$0 - 100% FPL = \$0.00
  - ii. 101% - 500% FPL = \$20.00
  - iii. 501% and up = Full client responsibility according to VCU HS policies.
- d. VCURWP will send a Ryan White Fee bill quarterly to clients who attended an outpatient visit with an ID provider, do not have another payor source, and are >101% of the FPL.
- e. Ryan White Fee Scale Billing Procedures:
  - i. Ryan White Data Manager runs a quarterly report that includes clients who received a service with Ryan White as the primary coverage. The report includes name, MRN, address, FPL, service date(s) for HIV medical visits, and Ryan White coverage start date.
  - ii. The fiscal staff will review the report and identify the clients who are 101% FPL or higher and who need to be billed a fee.
  - iii. The fiscal staff will prepare invoices based on the report, record invoice data in a spreadsheet, and send invoices to clients either by EMR messaging or mailing, based on documented client preference.
  - iv. Payments can be made at the VCURWP front desk in West Hospital.
  - v. The fiscal staff records payments received in the spreadsheet, which will be reviewed quarterly to assess if patients are nearing their payment caps.
  - vi. Any payments received will be treated as program income and reinvested in the Ryan White program and documented in CareWare.



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- vii. The fiscal staff will deposit the funds received in the appropriate program income fund, depending on what funding was used to pay for the service.
- viii. The Ryan White fee charges will never be sent to collections, and clients will not be denied access to HIV care if they are unable to pay the fee.

## 2. Cap on Charges

- a. By statute, RWHAP-funded programs may not charge individuals for HIV services if their out-of-pocket charges for HIV care exceed an annual payment cap per calendar year. The cap on charges is based on the client's individual income, not household income, using the following criteria.
  - i. Income at or < 100% FPL = no charge
  - ii. Income 101% - 200% FPL = charges capped at no more than 5% of income.
  - iii. Income 201% - 300% FPL = charges capped at no more than 7% of income.
  - iv. Income >300% FPL = charges capped at no more than 10% of income.
- b. The case manager will determine and discuss the cap on charges at the annual imposition determination. The case manager will inform the client about what the RWP covers and provide information on the cap on charges. The client may request a worksheet to calculate the cap. Documentation entered in the client's EMR.
- c. Charges that can count toward the cap are those that are eligible for Ryan White funding, even if they are imposed by other entities. The following charges while not inclusive can be included in the cap-on-charges calculation:
  - i. Premiums for health care and dental insurance or benefits
  - ii. Deductibles, cost sharing, copayments, and/or coinsurance amounts
  - iii. Ryan White fees
  - iv. Payments for items related to the client's HIV care that have been recommended and documented by the provider
- d. If a client reaches their cap, they will not receive a Ryan White fee for the remainder of the calendar year. The client should track relevant charges from outside entities and, if they believe they have met the cap, provide this to the case manager to have Ryan White fees stopped. Proof of payment is not required; only the bill is required. The case manager will inform the fiscal staff of any charges the client reports. The fiscal staff will ensure that the client's charges are tracked along with the Ryan White fees that have been imposed. Once the cap is reached, fiscal staff will ensure that the client is not billed any Ryan White fees for the rest of the calendar year.

### **OVERSIGHT AND TRAINING:**

Program oversight will be reviewed and reported through periodic audits, which the VCU Ryan White Program Data & Quality Management team will complete.

Staff training will be provided to case managers during the new employee orientation process and annually as part of the eligibility training.

Information will be publicly available on the VCURWP website, including letter, cap charges, and current FPL information.