HIV Resources Administration Unit (HRAU) – HECE Division

Title: Document Upload Requirements-Eligibility	**Policy Number: D-0.5.03**
Type: Data Management	

Approved:

Director: _____

Supervisor (if Appropriate) : _____

Discipline Professional (if Applicable) : _____

Attachments:
- None

Effective Date: June 6, 2018	**Revision/Reviewed Dates:** Enter revision/review dates here. (**If no previous date indicate no dates**)

I. **Purpose:** Policy serves as a guide for the uploading of any eligibility documentation into ARIES software.

II. **Scope:** This policy applies to all providers using ARIES software; who upload any documentation to client records as proof of eligibility for Ryan White Funding.

III. **Policy:** This policy outlines the required documents to be uploaded to the Eligibility Documents section of ARIES as outlined in the policy below. Documents can only be uploaded in PDF format.

IV. **Procedures:** All Eligibility Tab - Eligibility Documents subtab. There are four documents that every provider will be required to upload into the ARIES Database system.

Required Documents to be uploaded:

- **Proof of Residency** – This will go under the Proof of Residency drop down tab. This document can be in any form that is approved by DSHS, BVCOG and City of Austin, which verifies proof of Current Texas residency* .

- **Proof of Income** – This will go under the Proof of Income drop down tab. This document can be in any form that is approved by DSHS, BVCOG and City of Austin, that verifies proof of income*, and must include the last 30 consecutive days of income.

- **Proof of HIV Positivity** – This will go under the HIV Letter of Diagnosis drop down tab. This document can be in any form that is approved by DSHS, BVCOG and City of Austin, which verifies proof of HIV positivity*. The document only needs to be uploaded once during the client's initial intake with the provider.

    Note: Make sure to enter and upload the client's initial date of HIV and or AIDS, not the first time your provider diagnosed them. If a client was diagnosed for the first time in 2000 but did not come to your provider until 2010, enter the diagnosis year as 2000, and upload the documentation. If a provider is unable to provide documentation for the first diagnosis, enter the first date of HIV positivity as 2000 (in this example) but upload documentation based on provider's test.

- **Insurance Card** – This will go under the HIPAA drop down tab. The front and back of the client's insurance card must be copied and scanned into the ARIES Database system. Insurance information must also be updated under the Eligibility Tab – Insurance subtab. If the client does not have insurance, a self-attestation form is to be filled out and signed by the client; stating they do not have insurance.

The above documents, excluding HIV positivity, must be updated during the client's birth month and six months later (half birth month update).

Example: If a client's birthday is in March, the annual certification will need to be completed in March. Therefore, the recertification (half birth month update) will need to be completed in September, six months after the client's birth month. The annual certification does not need to be completed on the client's actual birthdate but rather by the end of the client's birth month.

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*DSHS Approved documentation sources can be found on the DSHS Policy 220.001 Eligibility to Receive HIV Services. Located online at:http://www.dshs.texas.gov/hivstd/policy/policies/220-001.shtm?terms=proof%20of%20residency

If there are no changes during the half birth month update, the client must complete the self-attestation form, verifying no changes. This form must be uploaded under the Proof of Residency, Proof of Income and Proof of Insurance tabs, as applicable, to confirm the client has no changes.

> Note: Self-attestation forms are only valid for the client's half birth month update. They are not allowed for the client's birth month eligibility. The birth month eligibility is essentially the annual enrollment for the client, and the half birth month (six months update) is a recertification. This will verify the information taken during the annual update (client's birth month) is still valid or if it needs to be updated.

Eligibility Document Date and Source Information

When entering Eligibility Document information, the above documents will follow the succeeding settings:

Document Date: This will be the date that is on the document. If there is no date on the document, the provider should use the obtained date to fill in the Document Date field.

Obtained Date: This is the date the document was received from the client.

Expires Date: This is the date that the document expires. For this section, enter the last day of the month when the document is no longer valid. Leave this field blank for HIV Positivity documentation since this does not expire.

> *Example: A client's birth month is March and half birth month is September. The client comes to the provider in March to provide a new proof of income document. Since proof of income expires in six months, on the last date of the month based on the client's half birth month, the expiration date would be September 30th 2018. The client would need to come back to the provider to renew their eligibility before the end of September. Those documents obtained in September, would expire at the end of the client's birth month, March 31st, 2019.*

Source: This will be the source of the document. Make sure the source name is applicable to the document

> ***Examples:***
> *Texas driver's License*   *Source Name: TX DL*
> *Client Paystub*   *Source Name: Paystub*
> *Client's Lease Agreement*   *Source Name: Lease Agreement*
> *Client Signed Self-Attestation Form*   *Source Name: Self-Attestation Form*

Note Field: Although not a required field, it can be used to enter any information beneficial to the client or provider, or would further explain the document information that is uploaded.

> *Example: Going from the above example, client's birth month is March and half birth month is September. Client drops off their paystub, at your provider on 03/22/2018. The paystub(s) are dated from 02/01/2018 to 03/02/2018. This document will expire on September 30, 2018, six months from the client's birth month.*

Document Date – 02/01/2018   Expiration Date – 09/30/2018

Obtained Date – 03/22/2018   Source - Paystub

Eligibility Documents for shared clients:

Agencies may use client eligibility documents from another provider provided the eligibility documents are acceptable by DSHS, BVCOG and City of Austin, and are still within the valid date range.

Example: Client's birth month is in March and client's half birth month is in September. Provider A uploads documents into ARIES for the clients half birth month update in September. Provider B can use those documents as long as it is not time for the client to be recertified. If Provider B tries to use the eligibility documents (that Provider A uploaded), for a site visit in May, those eligibility documents will not be valid past the clients birth month, since eligibility documents are only valid for 6 months.

For monitoring purposes, if another provider uploads eligibility documents and your provider wishes to use the documents, each document must be printed, signed and date stamped, to be counted as valid. The documents must then be placed in the client's primary file at your provider. Whoever downloads the documents and/or places the document into the client's primary file, at your provider, should sign the document. **All documents must be legible and complete. If the first page of the document states that there are 5 pages, all 5 pages must be uploaded even if the last page is blank.**

If eligibility documents, already in the ARIES database system, are still valid, they do not need to be uploaded by another provider, unless the information has changed.

Each provider is responsible for their own client's eligibility documents. For agencies that have multiple shared clients with other agencies, do not wait and depend on another provider to update, soon to be expired/expiring documentation.

General Instructions for Uploading Documents

- All new users uploading documentation to ARIES will have a trial 30 day period. During the trial period, ARIES ID number(s) will be sent by email every two weeks to the AA Data Manager for procedure verification. After a trial period, it will be at the discretion of the Data Manager to extend the procedure verification process. To make sure all users follow procedures, and documents are legible and correct, DSHS is requiring that AA Data Managers review documents for users that are new to uploading documents.

- After the document has been uploaded, the user will need to review the document to ensure it is legible, complete (all pages) and most importantly, uploaded to the correct client.

- If a document is uploaded to the wrong client, the user must immediately call/send an email to the BVCOG Data Manager. For email, please include the client's ARIES ID number, document type, and the document date that is listed in ARIES, in order for the Data Manager to remove/change the document.

- If multiple errors continue, the user's permissions may be revoked, at the discretion of the BVCOG Data Manager, BVCOG Program Manager or City of Austin Data Manager.