



## SIX MONTH RE-DETERMINATION REVIEW FORM



Date:	Ryan White Number:			
First Name:	Middle:	Last Name:		
Address:				
Name of Agency: CAN Community Health		Address: 4615 Philips Hwy, Jacksonville, FL 32207		
Eligibility Staff:		Phone Number: (904) 508-0710		
<i>Please indicate any changes that have occurred in the last six months, and attach appropriate documentation.</i>				
	<b>Yes</b>	<b>No</b>	<b>Change</b>	<b>No Change</b>
Living in Florida	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participating in Other Social Service Programs (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Income:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>The client has provided updated documentation for any marked "change" and/or updated income information where necessary. All employment income must be verified every six months. Fill in the information below based on the re-determination.</p>				
Household Size				
Federal Poverty Level				
Income				
Other Programs (list all that apply):				
<b>Client Signature:</b>			<b>Date:</b>	
<b>Staff Signature:</b>			<b>Date:</b>	



## CAREWARE DATA MANAGEMENT SOFTWARE AUTHORIZATION TO SHARE INFORMATION



Date:	<b>Service Provider Name:</b>
<p>By signing below, I _____ (your name) am aware that <b>CAN Community Health, Inc.</b> (Service Provider Name) is part of a collaborative group of organizations that provide Ryan White CARE Act Part A, Part B, Part C, Part D, and General Revenue/Patient Care Network Services. I agree to allow the Service Provider listed above, the City of Jacksonville Social Services Division, as the Ryan White Part A grantee, the Florida Department of Health – Duval County as the Ryan White Part B grantee, and the Neptune Technologies Inc., as the data manager and the agencies listed below, to exchange among them, information regarding the year of my HIV positive diagnosis, proof of HIV status, HIV/AIDS disease stage at intake, mode(s) of transmission and TB status at intake.</p>	
<p>I understand that this information will be used to appropriately coordinate Ryan White Part A, Part B and General Revenue/Patient Care Network Services provided to me. I also understand this information may be used for linkage to services, billing purposes, quality assurance and contract monitoring activities. It is expressly understood that this information will include identifying and demographic information which includes name, gender, date of birth, address, zip code, guardian (if I am a minor), age, race/ethnic background, primary language, annual income, size of household, country of origin, federal poverty level, number of family members and/or significant other receiving Ryan White funded services. I understand that group level statistical data (not name identification) drawn from this information will be accessed by the funding sources for the purpose of developing necessary reports. Refusal to sign this Authorization to Release information can affect coordination of my care and I will assume financial responsibility for services provided.</p>	
<p>I understand that the Jacksonville Area Ryan White Network uses an electronic record keeping database software system called "CAREWare Data Management System" (CAREWare). CAREWare is a computer software program specifically developed to help collect information and coordinate services for people with HIV disease. CAREWare is networked among the organizations listed below to assist Providers in coordinating my care. Data management services through CAREWare are maintained by Neptune Technologies, Inc.</p>	
<p>I understand that Neptune Technologies, Inc. will have access to my information for system maintenance and will not be permitted to disclose such information without my written consent.</p>	
<p>By signing below, I agree to hold all agencies named in this consent harmless of any liability associated with the release of information as authorized in this consent.</p>	
<p>I may revoke this consent at any time by signing the revocation line below or by informing, in writing, the agency holding this original consent form.</p>	
<p>I understand that the following statement binds any entity receiving information as a result of this release:  <b>"This information has been disclosed to you for/from records whose confidentiality is protected by State Law. State Law prohibits the below named agencies and any Ryan White Part A, Ryan White Part B and General Revenue/Patient Care Network Provider from making any further disclosure of any such information without the specific written consent of the person to whom such information pertains or as otherwise permitted by State Law. A general authorization for release of medical and non-medical information is not sufficient for this purpose."</b>  <b>Section 381.004, Florida State Statutes.</b></p>	
CAN Community Health, Inc.	Gateway Community Services, Inc.
AIDS Healthcare Foundation (AHF)	Jacksonville Area Legal Aid, Inc. (JALA)
Catholic Charities	Lutheran Social Services of NE FL (LSS)
Florida Department of Health – Baker County	Northeast Florida AIDS Network (NFAN)
Florida Department of Health – Clay County	UF Cares/Rainbow Center
Florida Department of Health – Duval County	UF Health Jacksonville Medical Center
Florida Department of Health – Nassau County	River Region Human Services
Florida Department of Health – St. Johns County	Other (specify):

<b>Client or Legal Representative Signature:</b>	<b>Date:</b>
Relationship of Client to Legal Representative:	<b>Ryan White Number:</b>
<b>Witness Signature:</b>	<b>Date:</b>
<b>If Revoking Consent – Date Revoked:</b>	

Updated 3/2018

**Note to Receiving Agencies:** This information has been disclosed to you from records whose confidentiality is protected by State Law. State Law prohibits you from making any further disclosure of such information without specific written consent of the person to whom such information pertains, or as otherwise permitted by State Law. A general authorization is not sufficient for this purpose.



## AUTHORIZATION TO RELEASE INFORMATION



Date: \_\_\_\_\_ Service Provider Name: \_\_\_\_\_

By initialing below, I \_\_\_\_\_ (your name) authorize \_\_\_\_\_ (Service Provider Name) to release and exchange my Protected Health Information, specifically the information initialed below. I understand that I may revoke this authorization at any time, except to the extent that the program has already released it. I also understand that the City of Jacksonville Social Services Division, Ryan White Part A Administrative Agency and the Florida Department of Health Duval County Ryan White Part B, pay for services, and as such, will have access to my HIV status, medical records and social service records for the purpose of providing treatment, finance, operations, auditing, and planning. Failure to release the information shall make me financially responsible for any expenses incurred in medical and non-medical treatment.

**PLEASE INITIAL NEXT TO THE FOLLOWING YOU AUTHORIZE TO RELEASE:**

<input type="checkbox"/>	HIV Status	<input type="checkbox"/>	Laboratory Values
<input type="checkbox"/>	Medications	<input type="checkbox"/>	Prescriptions
<input type="checkbox"/>	Physician Orders	<input type="checkbox"/>	Substance Abuse Information
<input type="checkbox"/>	Case Management Records	<input type="checkbox"/>	Financial Edibility Records
<input type="checkbox"/>	Physician Progress Notes	<input type="checkbox"/>	Nursing Progress Notes
<input type="checkbox"/>	Mental Health Information	<input type="checkbox"/>	Other (specify): _____

I also authorize, the following selected agencies and/or individuals(s) to release and exchange my Protected Health Information specified above:

**PLEASE INITIAL NEXT TO THE FOLLOWING YOU AUTHORIZE TO RELEASE:**

<input type="checkbox"/>	AIDS Healthcare Foundation (AHF)	<input type="checkbox"/>	Florida Department of Health – St. Johns County
<input type="checkbox"/>	Catholic Charities	<input type="checkbox"/>	Gateway Community Services, Inc.
<input type="checkbox"/>	CAN Community Health Inc. (CAN)	<input type="checkbox"/>	Jacksonville Area Legal Aid, Inc. (JALA)
<input type="checkbox"/>	Carter's Ortega Pharmacy	<input type="checkbox"/>	Lutheran Social Services of NE FL (LSS)
<input type="checkbox"/>	Central Pharmacy	<input type="checkbox"/>	Northeast Florida AIDS Network (NFAN)
<input type="checkbox"/>	CommCare Pharmacy	<input type="checkbox"/>	Owens Pharmacy
<input type="checkbox"/>	Edgewood Pharmacy	<input type="checkbox"/>	Panama Pharmacy
<input type="checkbox"/>	Flagler Community Pharmacy	<input type="checkbox"/>	UF CARES/Rainbow Center
<input type="checkbox"/>	Florida Department of Health – Baker County	<input type="checkbox"/>	UF Health Jacksonville Medical Center
<input type="checkbox"/>	Florida Department of Health – Clay County	<input type="checkbox"/>	River Region Human Services
<input type="checkbox"/>	Florida Department of Health – Duval County	<input type="checkbox"/>	WAAS Pharmacy
<input type="checkbox"/>	Florida Department of Health – Nassau County	<input type="checkbox"/>	Other (specify): _____

All the information I hereby authorize to be shared by or released to or from the specified agencies will be held strictly confidential and may not be re-disclosed by either party without my written consent. I understand that Section 381.004(3) of the Florida Statutes insures confidentiality of information contained in my medical records.

I understand that this authorization will remain in effect one year from the date signed unless I specify an earlier/later expiration date.

**Signature of Client/Legal Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Relationship to Client of Legal Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Witness:** \_\_\_\_\_ **Date:** \_\_\_\_\_

If revoking consent – Date revoked: \_\_\_\_\_



## CLIENT CONSENT TO FAX CONFIDENTIAL INFORMATION



Date:	<b>Ryan White Number:</b>
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Last Name, First Name:	Date of Birth:
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Florida law requires that information contained in medical records be held in strict confidence and not be released without your written authorization to release certain types of sensitive medical information. Ryan White Network Providers may fax confidential information to a provider or receive faxed information that was request from a Provider with your permission. Faxing such information is voluntary. You will not be denied services based on a refusal to allow your confidential information to be faxed.

Steps will be taken to make sure your information arrives, safely, but faxes can be misdirected.

I \_\_\_\_\_ (Name of Client/Legal Representative), do hereby authorize  
 \_\_\_\_\_ (Agency or individual in possession of records)  
 \_\_\_\_\_ (address of agency or individual) to fax the  
 following information (Initial any or all that apply):

STD records	TB records
HIV/AIDS records **	Drug/alcohol treatment records
Psychiatric/psychological information/records	Adult and child abuse information
Other (specify): ** Proof of HIV in the form of Western Blot, Elisa Lab Test, P-24 Antigen or detectable viral load.	Other (specify):

The information will be faxed to:

Provider Name (fax recipient):	
Contact Person:	
Provider Phone Number:	
Provider Fax Number:	

<b>Client or Legal Representative Signature:</b>	Date:
<b>Legal Representative Relationship to Client:</b>	
<b>Witness Signature:</b>	Date:

<b>If a Client Withdraws Consent:</b>	
Client or Legal Representative Signature:	Date Revoked:
Legal Representative Relationship to Client:	
Witness Signature:	Date:



# CONSENT TO SEND ELECTRONIC COMMUNICATION

Date:	<b>Ryan White Number:</b>
Last Name, First Name:	

By supplying my email address, I consent to staff communicating with me by email regarding various aspects of my care, which may include, but shall not be limited to, financial documents, test results, monitoring, and counseling. I understand that email is not a confidential method of communication and may not be secure and that there is a risk that any communication through email regarding my care may be intercepted and read by a third party.

I also understand and agree that at any time I may opt out of communications by email by providing notice in writing to the organization selected below.

I understand that I am responsible for any fees incurred – standard rates will apply.  
 This form will be completed at least once a year unless the contact information changes.  
 I understand that I have the right to change my mind and have this service stopped. I must sign the form below to no longer receive electronic communication.

**Check the appropriate organization below:**

<input type="checkbox"/> AHF	<input type="checkbox"/> NFAN
<input type="checkbox"/> CAN Community Health	<input type="checkbox"/> Lutheran Social Services
<input type="checkbox"/> Department of Health Duval County	<input type="checkbox"/> River Region
<input type="checkbox"/> Gateway Community Services	<input type="checkbox"/> UF CARES
<input type="checkbox"/> Jacksonville Area Legal Aid	

**Contact Information**

<input type="checkbox"/>	EMAIL:
<input type="checkbox"/>	CELL PHONE:

**SIGNATURES**

I **consent** to receive electronic communication from the organization selected above:

<b>Client or Legal Representative Signature:</b>	Date:
<b>Legal Representative Relationship to Client:</b>	

I **DO NOT** give consent to receive electronic communication from the organization selected above:

<input type="checkbox"/>	EMAIL:
<input type="checkbox"/>	CELL PHONE:
<b>Client or Legal Representative Signature:</b>	Date:
<b>Legal Representative Relationship to Client:</b>	



## INITIATION OF SERVICES GENERAL RELEASE AND ACKNOWLEDGEMENT CONSENT



### PART 1: CONSENT TO RELEASE INFORMATION FOR TREATMENT, PAYMENT OR HEALTH CARE OPERATIONS

Date:	Ryan White Number:		
Last Name, First Name:	Date of Birth:		
Name of Agency:			
Agency Address:			
I, consent to use and disclosure of Protected Health Information for treatment, payment or health care operations. This includes the release of the following information listed below:			
<input type="checkbox"/> Medical	<input type="checkbox"/> Sexually Transmitted Diseases	<input type="checkbox"/> Alcohol/Drug Abuse	<input type="checkbox"/> HIV/AIDS
<input type="checkbox"/> Tuberculosis	<input type="checkbox"/> Case Management Information	<input type="checkbox"/> Psychiatric/Psychology	<input type="checkbox"/> Other:

### PART 2: MEDICARE PATIENT CERTIFICATION, AUTHORIZATION TO RELEASE, AND PAYMENT REQUEST

(Only applies to Medicare Clients)

As Client/Representative signed below, I certify that the information given by me in applying for payment under Title XVIII of the Social Security Act is correct. I authorize the above agency to release Protected Health Information to the Social Security Administration or its intermediaries/carriers for this or a related Medicare claim. I request that payment of authorized benefits be made on my behalf. I assign the benefits payable for physician's services to the above named agency and authorize it to submit a claim to Medicare for payment.

### PART 3: ASSIGNMENT OF BENEFITS (ONLY APPLIES TO THIRD PARTY PAYERS)

As Client/Representative signed below, I, assign to the above named agency all benefits provide under any health care plan or medical expense policy. The amount of such benefits shall not exceed the medical charges set forth by the approved fee schedule. All payments under this paragraph are to be made to above agency. I am personal responsible for charges not covered by this assignment.

### PART 4: SIGNATURES

By my signature below I verify the above information and receipt of the notice of privacy rights:

<b>Client or Legal Representative Signature:</b>	Date:
<b>Legal Representative Relationship to Client:</b>	
<b>Witness Signature:</b>	Date:

**If a Client Withdraws Consent:**

I, \_\_\_\_\_ withdraw this consent effective \_\_\_\_\_ (date).

Client or Legal Representative Signature:	Date Revoked:
Legal Representative Relationship to Client:	
Witness Signature:	Date:





## CAN Community Health

### Notice of Privacy Practices Acknowledgment Form

Name: \_\_\_\_\_ ID#: \_\_\_\_\_

Facility/Site/Program: CAN Community Health

I have received a copy of the Comprehensive Care Center Notice of Privacy Practices Form DH 150-741, 09/13.

Signature: X \_\_\_\_\_ Date: \_\_\_\_\_  
Individual or Representative with legal authority to make health care decisions

#### If signed by a Representative:

Print Name: \_\_\_\_\_ Role: \_\_\_\_\_  
(Parent, guardian, etc.)

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

If the individual has a representative with legal authority to make health care decisions on the individual's behalf, the notice must be given to and acknowledgment obtained from the representative. *If the individual or representative did not sign above, staff must document when and how the notice was given to the individual, why the acknowledgment could not be obtained, and the efforts that were made to obtain it.*

Notice of Privacy Practices given to the individual on \_\_\_\_\_ Date \_\_\_\_\_

<input checked="" type="checkbox"/> Face to face meeting
<input type="checkbox"/> Mailing
<input type="checkbox"/> Email
<input type="checkbox"/> Other _____

#### Reason Individual or Representative did not sign this form:

- Individual or Representative chose not to sign
- Individual or Representative did not respond after more than **one** attempt
- Email receipt verification
- Other \_\_\_\_\_

**Good Faith Efforts:** The following good faith efforts were made to obtain the individual's or Representative signature. Please document with detail (e.g., date(s), time(s), individuals spoken to and outcome of attempts) the efforts that were made to obtain the signature. More than **one** attempt must have been made.

- Face to face presentation(s) \_\_\_\_\_
- Telephone contact(s) \_\_\_\_\_
- Mailing(s) \_\_\_\_\_
- Email \_\_\_\_\_
- Other \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_



## NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

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### USES AND DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION

Protected health information includes demographic and medical information that concerns the past, present, or future physical or mental health of an individual. Demographic information could include your name, address, telephone number, social security number and any other means of identifying you as a specific person. Protected health information contains specific information that identifies a person or can be used to identify a person.

Protected health information is health information created or received by a health care provider, health plan, employer, or health care clearinghouse. CAN Community Health can act as each of the above business types. This medical information is used by CAN Community Health in many ways while performing normal business activities.

Your protected health information may be used or disclosed by CAN Community Health for purposes of treatment, payment, and health care operations. *Health care professionals use medical information in the clinics or hospital to take care of you. Your protected health information may be shared, with or without your consent, with another health care provider for purposes of your treatment. CAN Community Health may use or disclose your health information for case management and services. CAN Community Health may send the medical information to insurance companies, Medicaid, or community agencies to pay for the services provided you.*

Your information may be used by certain personnel to improve CAN Community Health's health care operations. CAN Community Health may send you appointment reminders, information about treatment options or other health-related benefits and services.

Some protected health information can be disclosed without your written authorization as allowed by law. Those circumstances include:

- Reporting abuse of children, adults, or disabled persons.
- Investigations related to a missing child.
- Internal investigations and audits by CAN Community Health and the FL Department of Health's divisions, bureaus, and offices.
- Investigations and audits by the State's Inspector General and Auditor General, and the legislature's Office of Program Policy Analysis and Government Accountability.
- Public health purposes, including vital statistics, disease reporting, public health surveillance, investigations, interventions, and regulation of health professionals.
- District medical examiner investigations;



- Research approved by CAN Community Health.
- Court orders, warrants, or subpoenas;
- Law enforcement purposes, administrative investigations, and judicial and administrative proceedings.

Other uses and disclosures of your protected health information by CAN Community Health will require your written authorization. This authorization will have an expiration date that can be revoked by you in writing. These uses and disclosures may be for marketing and for research purposes, certain uses and disclosure of psychotherapist notes, and the sale of protected health information resulting in remuneration to CAN Community Health.

### **INDIVIDUAL RIGHTS**

You have the right to request CAN Community Health to restrict the use and disclosure of your protected health information to carry out treatment, payment, or health care operations. You may also limit disclosures to individuals involved with your care. CAN Community Health is not required to agree to any restriction. However, in situations where you or someone on your behalf pays for an item or service in full, and you request information concerning said item or service not be disclosed to an insurer, CAN Community Health will agree to the requested restriction.

You have the right to be assured that your information will be kept confidential. CAN Community Health will make contact with you in the manner and at the address or phone number you select. You may be asked to put your request in writing. If you are responsible to pay for services, you may provide an address other than your residence where you can receive mail and where we may contact you.

You have the right to inspect and receive a copy of your protected health information. Your inspection of information will be supervised at an appointed time and place. You may be denied access as specified by law. If access is denied, you have the right to request a review by a licensed health care professional who was not involved in the decision to deny access. This licensed health care professional will be designated by CAN Community Health.

You have the right to correct your protected health information. Your request to correct your protected health information must be in writing and provide a reason to support your requested correction. CAN Community Health may deny your request, in whole or part, if it finds the protected health information:

- Was not created by CAN Community Health.
- Is not protected health information.
- Is by law not available for your inspection.
- Is accurate and complete.

If your correction is accepted, CAN Community Health will make the correction and tell you and others who need to know about the correction. If your request is denied, you may send a letter detailing the reason you disagree with the decision. CAN Community Health will respond to your letter in writing. You also may file a complaint, as described below in the section titled Complaints.



You have the right to receive a summary of certain disclosures CAN Community Health may have made of your protected health information. This summary does not include:

- Disclosures made to you.
- Disclosures to individuals involved with your care.
- Disclosures authorized by you.
- Disclosures made to carry out treatment, payment, and health care operations.
- Disclosures for public health.
- Disclosures to health professional regulatory purposes.
- Disclosures to report abuse of children, adults, or disabled.
- Disclosures prior to April 14, 2003.

This summary does include disclosures made for:

- Purposes of research, other than those you authorized in writing.
- Responses to court orders, subpoenas, or warrants.

You may request a summary for not more than a 6 year period from the date of your request.

If you received this Notice of Privacy Practices electronically, you have the right to a paper copy upon request.

CAN Community Health may mail or call you with health care appointment reminders.

### **CAN Community Health DUTIES**

**CAN Community Health is required by law to maintain the privacy of your protected health information. This Notice of Privacy Practices tells you how your protected health information may be used and how CAN Community Health keeps your information private and confidential. This notice explains the legal duties and practices relating to your protected health information. CAN Community Health has the responsibility to notify you following a breach of your unsecured protected health information.**

As part of CAN Community Health's legal duties this Notice of Privacy Practices must be given to you. CAN Community Health is required to follow the terms of the FL Department of Health Notice of Privacy Practices currently in effect.

CAN Community Health may change the terms of its notice. The change, if made, will be effective for all protected health information that it maintains. New or revised notices of privacy practices will be posted on the FL Department of Health website at [www.myflorida.com](http://www.myflorida.com) and will be available by email and at all CAN Community Health buildings. Also available are additional documents that further explain your rights to inspect and copy and amend your protected health information.

## **COMPLAINTS**

If you believe your privacy health rights have been violated, you may file a complaint with the: Department of Health's Inspector General at 4052 Bald Cypress Way, BIN A03/ Tallahassee, FL 32399-1704/ telephone 850-245-4141 and with the Secretary of the U.S. Department of Health and Human Services at 200 Independence Avenue, S.W./ Washington, D.C. 20201/ telephone 202-619-0257 or toll free 877-696-6775.

The complaint must be in writing, describe the acts or omissions that you believe violate your privacy rights, and be filed within 180 days of when you knew or should have known that the act or omission occurred. CCC and the Department of Health will not retaliate against you for filing a complaint.

## **FOR FURTHER INFORMATION**

Requests for further information about the matters covered by this notice may be directed to the person who gave you the notice, to the director or administrator of the Department of Health facility where you received the notice, or to the Department of Health's Inspector General at 4052 Bald Cypress Way, BIN A03/ Tallahassee, FL 32399-1704/ telephone 850-245-4141.

## **EFFECTIVE DATE**

This Notice of Privacy Practices is effective beginning July 1, 2013, and shall be in effect until a new Notice of Privacy Practices is approved and posted.

## **References**

"Standards for the Privacy of Individually Identifiable Health Information; Final Rule." 45 CFR Parts 160 through 164. *Federal Register* 65, no. 250 (December 28, 2000).

"Standards for the Privacy of Individually Identifiable Health Information; Final Rule" 45 CFR Part 160 through 164. *Federal Register*, Volume 67 (August 14, 2002).

HHS, Modifications to the HIPAA Privacy, Security, Enforcement, and Breach Notification Rules under the Health Information Technology for Economic and Clinical Health Act and the Genetic Information and Nondiscrimination Act; Other Modifications to the HIPAA Rules, 78 Fed. Reg. 5566 (Jan. 25, 2013).



## CLIENT FEE ASSESSMENT FORM



Date: \_\_\_\_\_ **Ryan White Number:** \_\_\_\_\_

First Name: \_\_\_\_\_ Middle: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Under the Ryan White HIV/AIDS Treatment Extension Act of 2009, clients provided services funded through the Ryan White program must be charged fees for services based on a sliding fee schedule. For those clients whose income is less than or equal to 100% of the official poverty level, no charges will be imposed. For those clients whose income is greater than 100% of the Federal poverty level, fees will be imposed based on the following fee schedule.

Group	Client Fee Group	First Visit per Month	Second Visit Per Month	Subsequent Visits per Month
A	100% or less	0	0	0
B	>100% <=200%	25	25	25
C	>200% <=300%	35	35	35
D	>300%	45	45	45

Client's Fee Group is: \_\_\_\_\_ Client's fee will be: \_\_\_\_\_

Client's Income: \_\_\_\_\_ Federal Poverty Level: \_\_\_\_\_

I understand that documented health care services that I pay for, which are related to my illness and not eligible for payment through Ryan White, will be considered and deducted when determining my overall cost of services through the Ryan White program. I further understand that I am responsible for submitting this documentation to my service provider.

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

My current income is: \_\_\_\_\_

Which is \_\_\_\_\_ % of the Federal Poverty Level

I am aware that I am assessed a fee of: \_\_\_\_\_

I am able / unable (circle one) to pay the following amount: \_\_\_\_\_

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Comments



**RYAN WHITE HIV/AIDS PROGRAM PART A  
CLIENTS RIGHTS, RESPONSIBILITIES AND GRIEVANCE / APPEAL PROCEDURE**

**RIGHTS**

- You have the right to receive timely, respectful, high quality services from the staff of all providers without regard to your age, ethnicity, gender, disability, religion, sexual orientation, values, beliefs, and marital status.
- You have the right to request copies of all signed documents and have access to your servicerecord.
- You have the right to participate in the development of your plan of care.
- You have the right to choose your provider and the type of services you will receive.
- You have the right to receive current information and education about the disease, medicines, treatment and self-help measures.
- You have the right to appeal decisions with which you do not agree. (*see instructions below*)
- You have the right to file a grievance if you are not satisfied how you have been treated. (*see instructions below*)
- You have the right to request an interpreter to enhance communication.
- You have the right to refuse recommended treatment plans based upon your understanding of the risks and benefits without pressure from the health care professional; however, please note that adherence to treatment and or a plan of care is a requirement in order to receive the Ryan White funded services.

**RESPONSIBILITIES**

- You are responsible to conduct yourself in a courteous and respectful manner, threatening and abusive language or behavior will not be tolerated and client services may be suspended or terminated and some cases referred to law enforcement.
- You are responsible for keeping all appointments.
- You are responsible for notifying the provider of services if any illness interferes with scheduled appointments.
- You are responsible for working with your Case Manager to develop a plan of care.
- You are responsible for providing all documentation needed to assist in enrolling you in any eligible programs or services.
- You are responsible for notifying your Case Manager when you have problems in obtaining services or when you are dissatisfied with your care.
- You are responsible for following the instructions of your health care provider to the best of your ability.
- You may be responsible for a portion of the costs of your health care services.
- You are responsible for notifying your Case Manager of any changes such as address, income, and living arrangements.

**GRIEVANCE PROCEDURE**

- If you are dissatisfied with services you are receiving, you may file a written grievance with your Case Manager’s Supervisor. The grievance will be managed internally by your service provider.

**APPEAL PROCEDURE**

- If you are dissatisfied with a provider’s decision pertaining to a Ryan White issue, you may file a written appeal with the Case Managers Supervisor.
- The supervisor will meet with you. If you are not satisfied with the results of the meeting, you may, within 30 days, request a meeting with your service providers designated officer.
- If you are unable to resolve the issue after meeting with the service providers designated officer, you may, within 30 days, file your appeal in writing to: Ryan White Program Manager, City of Jacksonville, Behavioral and Human Services Division, 1809 Art Museum Dr, Jacksonville, FL 32207.
- The Ryan White Program Manager will respond to you in writing within 14 days of receipt of the appeal informing you of the time and place of the Lead Agency meeting.
- At the meeting you may be accompanied by a friend, relative, legal counsel or other spokesperson.
- The decision of the is final.

**I have had the opportunity to discuss and I am fully aware of the Rights, Responsibilities and Grievance / Appeal Procedures outlined above. I am aware that failure to comply may result in disenrollment from the program.**

**Client Signature X: \_\_\_\_\_ Date: \_\_\_\_\_**

**Case Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_**



## **Financial Policy**

**Medicaid:** CAN Community Health. accepts Medicaid.

**Managed Care Plans (HMO):** CAN Community Health, Inc. files insurance claims for managed care groups in which we participate. These policies often require co-pays. Patients are responsible for that co-pay at the time of service.

**Medicare:** CAN Community Health, Inc. files insurance claims for Medicare. We accept Medicare allowable amounts as payment. Patients are responsible for charges applied to their deductible, any co-insurance and non-covered charges.

**Other Insurance (PPO, POS):** Patients are responsible for charges applied to their deductible, any co-insurance, and other non-covered charges.

**Self-Pay:** All services are required to be paid in full at the time of service.

**Summary:** We accept payment for covered services from insurance plans in accordance with our contracts. Our patients are responsible for applicable co- insurance and deductible amounts, and for services that are not covered by insurance.

Providing quality medical care for our patients is our primary concern. It is, however, the responsibility of the patients to know and understand their insurance policies and guidelines. **All co-pays and deductibles are due at the time of service.**

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I understand that I am responsible for the payment of this account, and hereby assume and guarantee payment of all expenses incurred during my office visits. In the event a credit (refund) balance appears on this account, I hereby irrevocably authorize the office to transfer and apply such credit on any outstanding account incurred by me.

I have read and understood the office policy as stated above and agree to accept the responsibility described.

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Patient/ Responsible Party Signature

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Date