



New Hampshire Department of Health and Human Services
NH CARE Core Medical Services, Tuberculosis Financial Assistance & Early Intervention
Services Annual Site Visit Process

NH CARE CORE MEDICAL SERVICES, TBFA & EIS ANNUAL MONITORING SITE VISIT PROCESS

Annual Monitoring Site Visit Process – NH Ryan White Part B and Prevention Services

Purpose of the Site Visit

NH Ryan White (RW) Part B and Prevention Service Provider annual site visits are a critical part of the oversight and compliance process. The Health Resources Services Administration (HRSA), Health Administration Bureau (HAB), and National Monitoring Standards require that the Ryan White HIV/AIDS Program Part B Recipient (NH Department of Health and Human Services (DHHS) conduct annual site visits with each Subrecipient to ensure compliance on proper use of federal grant funds and adherence to fiscal, clinical, programmatic, and professional guidelines put in place.

The National Monitoring Standards may be found online:

Fiscal Standards: <https://hab.hrsa.gov/sites/default/files/hab/Global/fiscalmonitoringpartb.pdf>

Program Standards: <http://hab.hrsa.gov/manageyourgrant/files/programmonitoringpartb.pdf>

Universal Standards:

<https://hab.hrsa.gov/sites/default/files/hab/Global/universalmonitoringpartab.pdf>

Monitoring Standards FAQs: <http://www.ccbh.net/s/programmonitoringfaq.pdf>

Including:

Tuberculosis Care Services subrecipient adherence to the **NH statute RSA-141C:**

<http://www.gencourt.state.nh.us/rsa/html/X/141-C/141-C-mrg.htm> and **Administrative Rules HeP-301.05:** http://www.gencourt.state.nh.us/rules/state_agencies/he-p.html

Early Intervention Services subrecipient adherence to [Center for Disease Control and Prevention Routine HIV Guidelines \(2006\)](#).

NH RW Part B and Prevention Service Provider Responsibility

- Providers are required to maintain an individual case record or medical record for each client served.
- All billed services match services documented in records.
- All records are kept in a secure place and in an organized fashion.
- Providers review and are familiar with service monitoring tools.
- Assembling and preparing all necessary records and materials for completion of the service monitoring tools by the Recipients.
- Have knowledgeable staff available to answer questions that may arise.
- Make available to the Recipient all materials requested during monitoring visit.
- Submit to the Recipient a completed [Site Visit Monitoring Tool](#) form, completed [State of NH Ryan White: Part B Universal SUBRECIPIENT Checklist](#) and back up documents within one week of receipt of electronic notification of on-site or virtual site visit.

NH RW Part B and Prevention Services Recipient Responsibility Prior to the Visit

- Providers will be notified electronically no later than one month prior to an on-site or a virtual site visit of the date and time of visit.



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- The electronic notification will include confirmation letter, day of site visit (on-site or virtual site visit) agenda, Fiscal and Programmatic Checklists and monitoring tool.
- No later than two (2) days before the monitoring **on-site** visit the Recipient shall provide a Monitoring Site Visit Random Sample Memo – list of records to be reviewed.

NH DHHS Responsibility during the Site Visit

Conduct Opening Discussion

- Upon arrival at the on-site monitoring location, Recipient staff will meet with appropriate provider staff to discuss the purpose of the visit, review prior year monitoring outcomes, and address any questions the provider staff may have. The provider staff will be asked to explain how their charts or electronic medical records are organized so that data is accurately collected.

Perform Monitoring

- Recipient staff will review the requested records and documents as outlined in the site visit confirmation letter, using the monitoring tools. A *Random Sample of client records is chosen by the recipient for review as a means of verifying that those services are being provided in accordance with established standards and recorded accurately. In order to ensure efficiency and accuracy of the monitoring process, appropriate provider staff must be available to Recipient staff when needed throughout the monitoring process.

Conducting Closing Discussion

- At the completion of the on-site monitoring visit, Recipient staff will summarize initial findings, highlighting strengths and areas in which there is opportunity for growth, and also providing direction and offering technical assistance on interim action steps (if applicable). Finally, the provider will be notified that formal written report of the visit will be sent.

Virtual Site Visit

- The virtual programmatic and fiscal site visit follows a similar structure as an on-site visit as describe above; however, all required forms and documentation must be electronically sent in advance of the virtual visit.
- The virtual client record and/or clinical site visit follows a similar structure as an on-site visit as described above; however, all required forms and documentation must be electronically sent using the State of NH Secure File Exchange Server.

* Random Sample: The sample population is randomly selected from a pool of unduplicated Ryan White clients who received services during the designated audit period. The number of charts selected for review is based on suggested sample size methodology provided through a National Monitoring Standards technical assistance webinar. Please note that the random selection of unduplicated clients may change at the discretion of the Recipient staff. An estimate of sample sizes is listed below:

- 51-100% of files/charts for service types with **50 clients or fewer**
- 25-50% of files/charts for service types with **51 to 100 clients**
- 10% of files/charts for service categories with **101 to 999 clients**



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NH RW and Prevention Services Responsibility Following the Site Visit

Recipient will send a formal written report of the site visit findings

- A formal written report summarizing the monitoring site visit, including findings and recommendations, will be sent to each provider.

Conduct additional site visits as necessary

- Recipient office reserves the right to conduct additional site visits as necessary to verify the implementation of any recommended quality improvement activities.

Additional Considerations

Newly funded/contracted Providers

- For newly funded/contracted providers in a grant year, the Recipient will conduct an orientation site visit within six months of commencement of services. This site visit is an opportunity for the Recipient staff to give an overview of the roles and responsibilities of the Recipients and Subrecipient or provider.
- The orientation site visit will consist of a review of the monitoring tools, a review of the program, fiscal, and service delivery requirements.

Virtual Annual Site Visit

- As determined by the Recipient, a virtual site visit may be conducted when all or some of the site visit team members are working remotely and/or when the presence of provider staff and other Agency representatives may be restricted or limited during the ongoing COVID-19 emergency. NH DHHS will schedule a virtual site visit to further assess compliance with the Standards of Care for New Hampshire HIV Services and compliance with federal, state and national requirements.