

**OHIO DEPARTMENT OF HEALTH  
RYAN WHITE PROVIDER FACT SHEET**

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**Participating Providers will:**

- Accept clients who identify themselves as receiving emergency assistance from the Ryan White Program. As these emergency funds are limited, collaboration with the HIV Community-Based Case Manager is necessary.
- Receive preauthorization from the client's Community-Based Case Management Agency. Preauthorization will occur when the provider has received notification from the authorized case manager that services needed to be rendered will be covered by Title II funds.
- Include CPT or ADA codes on all medical or dental claims.
- Accept, as full payment, reimbursement from the Third Party Administrator (TPA). Payment is made according to fee schedule as Usual, Customary, and Reasonable (UCR) rates.
- Not bill client for amounts not covered by these rates (balance bill).
- Include their Federal Tax I.D. number on all invoices.
- Bill other reimbursement sources before billing the Ryan White Program.
- Refund the TPA for the amount of charges paid if any duplication of payment is received. Contact the Program Coordinator for procedure.
- **Submit claims** to the authorizing HIV Community-Based Case Management Agency within **55** days from the date of service so the agency may submit the bill within the required time frame of 60 days from the date of service for payment from the Ohio Department of Health's designated TPA.
- Not send claims to the TPA or Ohio Department of Health (ODH) directly, as they need to be authorized by the Case Manager first. Doing so will result in unnecessary delays in reimbursement.
- Send claims to the HIV Community-Based Case Management Agency as identified by the client.
- Receive reimbursement within approximately 4 weeks from the time the Community-based Case Management Agency submits your bill to the designated TPA for reimbursement.
- **Notify the Ryan White Program Consortia Coordinator in writing or at 614-644-8085 of any changes in address or group membership. This is necessary for ODH to maintain Provider listings.**

- **Communication regarding the status of your Provider Agreement with the Ohio Department of Health should occur with the Ohio Department of Health's Director's Designee listed below.**

Julia M. Applegate  
Ryan White Consortia Coordinator  
246 North High Street  
Columbus, Ohio 43215  
614-644-8085 (Business)  
614-728-4622 (Fax)

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