



Summary of Changes

FY 25 Provider Manual

March 1, 2025

The following is a summary of updates that have been made to the FY 25 Provider Manual:

1. From previous community recommendations to increase accessibility with the document, we are pleased to release a new format to the Manual.
2. **Pages 6-7**, The Ryan White Services team (RWS), has updated the **“Program Reporting Rules”** for subrecipient convenience.
3. **Page 8**, The Ryan White Services team (RWS), reorganized sections to add the **“Guide to Collecting Eligibility”** underneath the Client Eligibility section. We hope that reorganizing will provide as much detail to navigate the eligibility criteria for the grant.
4. **Pages 9-12**, The Ryan White Services team (RWS), reorganized sections to add **“Annual Site Visit”** information directly after program requirements as the transition to Fiscal Reporting Rules. The section was updated to include additional clarifying details on timelines/processes, client charts, Outcomes of visits, and final reporting/Corrective Action Plans (CAP).
5. **Pages 13-25**, The Ryan White Services team (RWS), reorganized sections to add **“Fiscal Reporting Rules”** more centrally located within the Manual. The Fiscal team has updated the section to include additional clarifying details on processes, Audit requirements, and the vehicle mileage reimbursement rate for FY25.
6. **Pages 16-21**, Program and Fiscal revised the section labeled **“Budget Revision Process”**. Based on subrecipient recommendations, the section now includes more information on backup documentation and more written guidance on submitting a revision. Newly created for FY 25 is the **Revision checklist** to ensure the subrecipient has added sufficient details and any appropriate backup for a seamless revision submission.
7. **Page 25**, Under the section label, “Infrastructure”, the Clinical Quality Management (CQM) team has added **additional course requirements for IHI Open School**, an online quality improvement program offered by Ryan White Services.
8. **Page 27**, The Clinical Quality Management (CQM) team has updated the section **“CQM Expectations of Subrecipients”** for subrecipient convenience.
9. **Pages 27-34**, The Data Manager has updated the **“E2Boston”** section to remove outdated information on the system, removed supplementary photos, and updated the section throughout to align with current system specifications. Please note, that an updated

E2Boston Guidebook, a step-by-step user guide, will be released in late FY25 to include upcoming updates and changes to the system.

10. **Pages 34 -38**, The Clinical Quality Management (CQM) updated the section labeled **“Outcomes Reporting”**. **Entire section has been revised for FY25**. Details on new outcomes and processes for each are included in this section.
11. **Pages 40-56**, The Ryan White Services team (RWS) removed Health Education Risk Reduction and Linguistics under **“Service Description”**, as these services are no longer provided in the FY 25-27 grant cycle.
12. **Pages 57-71**, The Ryan White Services team (RWS) reorganized the **“Policies and Procedures”** section to more comprehensively include all programmatic and fiscal policies throughout previous renditions of the manual. Policies added for FY25 include **Data Importing** and **Transitioning Clients from EHE to Part A**.
13. **Page 74-92**, Under the **“Sample Forms”** section, the following forms were updated:
 - a. **Agency Incident/Grievance Report Form** for exporting ability,
 - b. **Authorization of Consent** to include new a Provider in the EMA and updated organization names,
 - c. **Budget Revision Request Form** to include clickable and drop-down fields to reduce administrative burden upon submissions,
 - d. **Eligibility Letter for Exceeding Charge Cap** for exporting ability,
 - e. **Hardship Waiver/No Income Letter** for exporting ability,
 - f. **Ryan White Dental Program Application** to link to the current application on the website and information on the translated application, and updated
 - g. **Sample Budgets and Invoices** to aid subrecipients in their submissions.