

Case Study:

Streamlining Ryan White HIV/AIDS Program Part B ADAP Eligibility Through Modernizing Systems in North Carolina

The Challenge

Prior to implementing the new cloud-based eligibility and enrollment system for Ryan White HIV/AIDS Program (RWHAP) Part B and Part B AIDS Drug Assistance Program (ADAP) in North Carolina, each program managed enrollment separately, relying on manual, resource-intensive processes. The North Carolina RWHAP Part B ADAP required case managers to submit paper applications via mail or email. State staff were then responsible for entering data into the database, determining eligibility, and communicating outcomes back to the case managers. This process was time-consuming and labor-intensive. Similarly, the RWHAP Part B recipient relied on case managers across the state, including those working in clinics, local health departments, community health centers, and AIDS service organizations (ASOs) to assess eligibility and maintain physical documentation, which state staff would verify during site visits. This approach also involved extensive manual effort and resulted in significant administrative burden.

Goals and Key Strategies

North Carolina sought to modernize its eligibility system by reducing processing times and errors, increasing visibility of eligibility status for case managers, and improving overall efficiency and system usability based on input from staff, clients, and case managers. This was achieved by the following strategies:

- **Alignment of Coverage Period with Calendar Year**
While eligibility confirmation was already conducted on a 12-month cycle, the coverage period was adjusted to align with the calendar year. This alignment facilitates coordination with health care coverage programs, including marketplace healthcare coverage plans, which operate on a January–December cycle, and other Federal entities such as Medicare.
- **Extended Eligibility Confirmation Window**
The confirmation period was extended to provide clients with additional time to

complete the eligibility confirmation process. Previously, clients had a three-month window to submit their application and related documentation. Now, clients have six months to complete their confirmation process, which currently starts July 1 and remains open until the end of the calendar year.

- **Implementation of a Web-Based Portal (NC REEDS)**

The North Carolina RWHAP Part B Eligibility and Enrollment Determination Solution (NC REEDS), is the North Carolina-specific version of the Provide Enterprise platform, built by the same proprietary vendor (Groupware Technologies) to handle the state's enrollment and eligibility. It includes a secure web-based portal that allows case managers to electronically submit, process, and approve all applications for RWHAP Part B care services program and the HIV Medication Assistance Program (HMAP), which is North Carolina's RWHAP Part B ADAP. NC REEDS allows case managers to submit information electronically from any web browser, into a portal that is seamlessly integrated with the broader Provide Enterprise database used to manage care across the state, streamlining data entry and reducing administrative burden. Currently, clients do not directly interact with the eligibility systems; all submissions and updates are managed by case managers or program staff.

- **Unified System for RWHAP Part B and Part B ADAP**

The NC REEDS system is now used for both the RWHAP Part B and Part B ADAP services, consolidating previously separate enrollment processes.

- **User-Friendly Design and Training**

NC REEDS is designed to be intuitive and easy to learn, improving usability for case managers and staff across programs.

Outcomes

Streamlining eligibility processes in North Carolina reduced average enrollment time for RWHAP Part B and Part B ADAP from up to six weeks to less than two days. These improvements enhanced data accuracy and significantly reduced manual errors, while expanded system accessibility empowered case managers statewide to more efficiently support clients.

Coordination & Integration

The NC REEDS system currently supports both the RWHAP Part B recipient and RWHAP Part B ADAP recipient, with plans to create a more coordinated and comprehensive system of care by expanding integration to additional systems, including Medicaid, housing, and social services.

Lessons Learned

Key lessons learned include the importance of conducting thorough advance planning for such complex, resource-intensive projects, and maintaining the flexibility to adapt to unexpected obstacles. The implementation process took longer than anticipated due to the stringent requirements of the state contracting process, as well as extensive oversight from the security and privacy office. While the process was envisioned in the 2021-2022 strategic plan, the project slowed in 2023 due to the large volume of protected health information (PHI) and personally identifiable information (PII) managed by the system. The system was officially launched in the fall of 2024.

Next Steps

Future efforts are focused on assessing the potential for broader system integration to enhance cross-sector data sharing and improve coordination of client services.