Data to Care FAQs

Out of Care (OOC) Definitions and Lists

1. What is the purpose and goals of Data to Care (DtC)?
   - The purpose of DtC is to use HIV surveillance data to identify HIV-diagnosed individuals not in care, link them to care, and support the HIV Care Continuum. The ultimate goals of DtC are to increase the number of HIV-diagnosed individuals who are both engaged in HIV care and have an undetectable viral load.
     - The HIV Care Continuum is a framework for assessing linkage of persons newly diagnosed with HIV, as well as evidence of HIV care, retention, and viral suppression among persons living with HIV disease in Virginia.
2. What will the data collected through DtC be used for?
   - The data collected from DtC efforts will be used to improve Virginia's HIV surveillance data and will help identify any potential issues with data reporting at different facilities/agencies.
3. What is the current OOC definition and eligibility criteria?
   - To be on the OOC list, a client must be 18 years of age or older, alive and living with a last known address in Virginia, and have had a care marker in the reference year, but no care marker in the following calendar year.
4. How do we determine if a client has evidence of care?
   - The following four care markers are used as evidence of care: CD4 count, viral load lab test, HIV medical care visit, and antiretroviral (ART) prescription.
5. How will I receive my OOC list?
   - Agencies will receive their OOC lists from the Data to Care Project Analyst via a secure flash drive or secure fax.
6. Where should my OOC list be stored?
   - OOC lists contain confidential client information so electronic copies must be saved on a secure drive and paper-based lists should be stored in a secure place, such as a locked file cabinet, etc.
7. Where does the data for the OOC list come from?
   - The OOC list is generated using the Care Markers Database, which is an integrated data system that utilizes the primary HIV surveillance data system, eHARS, as its base, and incorporates data from many different data sources including Ryan White data, ADAP, Prevention and other supplemental data.
8. How often will OOC lists be generated for my agency?
   - OOC lists will be generated every 6 months for each agency.
9. How are persons removed from my OOC list and when will a person be on my list?
   - First persons are removed from the OOC list if they did not have a care marker in the reference year. Next, of the persons who had a care marker in the reference year, those who had a care marker in the following calendar year are removed. Lastly, persons who are under the age of 18 years old, deceased, or with an out of state address are removed from the OOC list.

   - If a client is on your list, then it means that your agency is the last reported provider for the client. Clients will not appear on an agency's list if there is no previously documented relationship with that facility.

10. What is the maximum number of clients that will be on my list at a time?
    - OOC lists can include up to 50 persons at a time. Should an agency have an overall OOC list that exceeds 50 persons, they will receive an additional list once the first 50 persons are completed.

DtC Processes, Data Collection Tool, Coordination of Care and Services Agreement (CCSA) Form

11. When I get my list, where do I document my progress for my investigation?
    - All information should be documented using the DtC data collection tool, following the protocol guidelines. Forms should be completed 100% before returning to VDH.
12. How long do I have to complete investigation on each client?
    - 60 days per client. The end date on the DtC data collection tool should reflect this as 60 days from the start date.
13. What is the CMDB number?
    - The CMDB number is the unique identifier used for each client on the OOC list and is the only way to identify the client on the DtC data collection tools.
    - The CMDB number is also the only way to identify the client on the DtC data collection tools so it is extremely important to make sure that the CMDB number corresponds to the correct client and that it is written clearly and correctly on each page of the DtC data collection tool.
14. What is the field record number?
    - The field record number is only applicable to Disease Intervention Specialists (DIS). All non-DIS agencies do not have to fill in this section. DIS staff should enter the field record number that is associated with the client.
15. I see that there are only six boxes for contact attempts, what do I do if I attempt to contact the client more than six times?
    - Print off additional contact attempt pages (page 2) and show documentation for **ALL** attempts made.
16. If the investigator finds evidence (internal records, etc.) that the client is in care or has been discharged to another agency, then how should I proceed?
    - On page 3 of the DtC data collection tool, check the box for "Client was located and in medical care within the last 12 months" and fill out the entire section to the best of your ability.
    - **DO NOT** contact another agency to try to confirm the client is in care at that location or try to obtain additional information about the client as this would be a confidentiality violation.
17. What is the purpose of the CCSA form?

- The purpose of the CCSA form is to serve as a consent form for the client to allow their confidential information to be shared among the agencies/facilities/providers they choose for the services that they want to allow for easier transitions and communication between providers about the client's care.

18. When should I fill out and submit a CCSA form with the DtC data collection tool?
    - A CCSA form should be signed and completed by the client in person if the client is not currently in care and would like to be linked or reengaged in HIV medical care or the client would like coordination of his/her care and services.
19. How should I submit my DtC data collection tools and accompanying CCSA forms (when applicable)?
    - Faxing forms to the secure fax is the easiest way to submit forms securely. Please be sure to use a fax cover sheet for all exchanges.
20. How long am I required to keep my OOC lists and copies of the DtC data collection tools?
    - All OOC lists and original copies of DtC data collection tools should be stored for 1 year in a secure location (For example: secure computer drive with limited access for e-copies, password protected excel documents, locked file cabinets for paper copies). After 1 year copies should be permanently deleted or shredded.
21. What is the number to the secure fax that I should submit all DtC data collection tools and accompanying CCSA forms (when applicable)?
    - Secure Fax number: (804) 864-7970
    - Before faxing forms for the first time, the Data to Care Project Analyst will arrange a test fax to ensure that the forms are sent to the correct fax, in order to avoid information being sent to an unintended recipient.
22. When should I submit my DtC data collection tools and accompanying CCSA forms (when applicable)?
    - Please submit each DtC data collection tool as soon as they are completed. Please do not wait to submit all forms at once.

If you have any additional questions please refer to the Data to Care Protocol, page 1 of the DtC Data Collection Tool, or contact the Data to Care Project Analyst (contact information below).

Virginia Department of Health
Attn: Amanda Saia, Data to Care Project Analyst
109 Governor St Room 325-C
Richmond, VA 23219
FAX: (804) 864-7970
Phone Number: (804) 864-7862
Email: Amanda.Saia@vdh.virginia.gov