



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

June 5, 2015

Dear Contractor:

Recently the Division of HIV/STD/HCV Prevention updated many data mappings for contractors to include Linkage and Navigation services. A critical component of Linkage and Navigation services is the documentation of referrals/linkages provided to clients. To ensure consistency across the Division, we are issuing the following guidance pertaining to documentation of referrals/linkages in the AIDS Institute Reporting System (AIRS):

1. Referrals/linkages for services given in the context of Linkage and Navigation services should only be documented in AIRS if the client accepts the referral/linkage and an appointment is made directly by agency staff.
(Linkages are “active referrals” and linkage service entries should always have a corresponding referral entry in AIRS, e.g. Linkage to PrEP service should also have a Referral Provided to PrEP entry.)

Referrals/linkages are documented in AIRS on the following screen in REFERRAL TRACKING:

The screenshot shows the 'Client Information and Services' window for a client named Kevin Minion. The 'Referral Tracking' section is active, displaying a table with one entry:

Date	Referred For	Referred To	Status
07/28/2015	PrEP (Pre-exposure Prophylaxis)	My Agencys Outreach Program	Client Received Service

Below the table, the 'Service Need' section shows:

- Category: 100 Medical/Health
- Service: 240 PrEP (Pre-exposure Prophylaxis)
- Priority: 01 Urgent, Newly Identified

The 'Referral Information' section includes:

- Date Referral Made: 07/28/2015
- On site:
- Referred To: FWAAE My Agencys Outreach Program 123 Liquor Street, New York, NY 10009
- Date Need Identified: 07/28/2015
- Appointment Date: 08/03/2015

The 'Follow-up Method' section has radio buttons for:

- Active referral
- Passive referral-agency verification
- Passive referral-client verification
- None

The 'Referral Verification' section includes:

- Date Service Verified: 08/04/2015
- Status: +01 Client Received Service
- # Appointments Per Week: 0
- Appointments Being Kept

Client details at the bottom left:

- Status: Active 05/12/2015 12:00 AM
- Intake: 05/12/2015
- Agency ID#: AC234098234
- Full Name: Kevin Minion
- Sex: Male
- Gender: Male
- DOB: 01/12/1996 Current Age: 19
- Contact Ev: *Not Allowed*

2. Follow-up on all recorded referrals/linkages is a contractor expectation. Information regarding the outcome of the referral/linkage should be completed and documented in AIRS with the Referral Verification Section in the AIRS referral screen.

To add a Referral Verification, highlight the appropriate referral and Edit.

Then enter the *Date Service Verified* and *Status*.

Valid Referral Verification 'Status' entries;

+01 Client Received Service

-01 Client Refused Service

-07 Lost to Follow-up

3. If a client is lost to follow up and then re-engages in Linkage and Navigation services additional referrals may be tracked by following this process.
4. If a client refuses to accept a referral/linkage the referral DOES NOT need to be entered into the Referral Tracking System. The client record should include notes that provide additional information regarding referrals/linkages offered and not accepted.

Please direct any program related questions to your contract manager. Questions of a technical nature or related to AIRS may be directed to Ron Massaroni at (518) 486-1320.

Thank you.