



Pennsylvania
Department of Health

Continuous Quality Improvement Program Update

JANUARY 21-22, 2026

**Division of HIV Health
Ryan White Part B
(RWPB) Continuous
Quality Improvement
(CQI)
Update for the
Special
Pharmaceutical
Benefits Program
(SPBP)**

Table of Contents	2
2025 Ryan White Part B CQI Plan Performance Measures	3
2025 CQI Plan Performance Measure Outcomes	4
2025 CQI Plan Performance Measures Disclaimer	9
2024 CQI Workgroup State-level Quality Improvement Project	11
2024 CQI Workgroup State-level QIP Target Condition	12
CQI Workgroup Quality Improvement Projects	13
2026 Ryan White Part B CQI Plan Performance Measures	14
CQI Plan Program Disclaimer	15
2025-2026 CQI Workgroup Members	16
Contact Information	17



2025 Ryan White Part B CQI Plan Performance Measures

Ryan White Part B Service Category	Performance Measure
Special Pharmaceutical Benefits Program	HIV Viral Load Suppression, Annual Retention in Service
Foodbank/Home Delivered Meals	Annual Retention in Service
Medical Case Management	Annual Retention in Service, HIV Viral Load Suppression
Health Education/Risk Reduction	HIV Viral Load Suppression
Outpatient/Ambulatory Health Services	HIV Viral Load Suppression
Medical Transportation	Annual Retention in Service
Overall	HIV Viral Load Suppression
Overall	Linkage to Ryan White Part B Services



2025 CQI Plan Performance Measure Outcomes

Indicator	10/1/2023-9/30/2024	10/1/2024-9/30/2025
Category 1: Special Pharmaceutical Benefits Program (SPBP)		
HIV Viral Load Suppression Benchmark: 90%	Total SPBP Clients with at least 1 service in the measurement year: 7,291	Total SPBP Clients with at least 1 service in the measurement year: 9,475
	Clients having a HIV VL 6,351 (87%)	Clients having a HIV VL 8,449 (89%)
	Clients with HIV VL < 200 at last HIV VL test in the measurement year. 6,089 (96%)	Clients with HIV VL < 200 at last HIV VL test in the measurement year. 8,062 (95%)
Annual Retention in Service Benchmark: 90%	Total number of clients with at least 1 day of SPBP coverage in the 12-month period of enrollment: 9,066	Total number of clients with at least 1 day of SPBP coverage in the 12-month period of enrollment: 10,722
	SPBP client eligible for re-enrollment: 5,190 (57%)	SPBP client eligible for re-enrollment: 6,165 (57%)
	SPBP clients who completed re-enrolled prior to the end of 12-month period of enrollment: 4,286 (83%)	SPBP clients who completed re-enrolled prior to the end of 12-month period of enrollment: 4,680 (76%)



2025 CQI Plan Performance Measure Outcomes

Indicator	10/1/2023-9/30/2024		10/1/2024-9/30/2025	
Category 2: Foodbank/Home Delivered Meals				
Annual Retention in Service Benchmark: 90%	Total number of clients who had at least 1 Foodbank/Home Delivered Meal service within 12-month measurement year:	4,434	Total number of clients who had at least 1 Foodbank/Home Delivered Meal service within 12-month measurement year:	4,452
	Clients with at least 2 services within a 12-month measurement year:	3,157 (71%)	Clients with at least 2 services within a 12-month measurement year:	3,197 (72%)
Category 3: Medical Case Management (MCM)				
Annual Retention in Service Benchmark: 80%	Total clients with at least 1 MCM service within the measurement year:	6,340	Total clients with at least 1 MCM service within the measurement year:	6,448
	Total number of clients who had at least 2 MCM services at least 90-days apart in a 12-month measurement year.	4,828 (76%)	Total number of clients who had at least 2 MCM services at least 90-days apart in a 12-month measurement year.	4,854 (75%)



2025 CQI Plan Performance Measure Outcomes

Indicator	7/1/2023-6/30/2024		7/1/2024-6/30/2025	
Medical Case Management (MCM)				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 MCM service in the measurement year:	6,340	Total number of clients with at least 1 MCM service in the measurement year:	6,448
	Clients having a HIV VL:	5,264 (83%)	Clients having a HIV VL:	5,493 (85%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	4,848 (92%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	5,099 (93%)
Health Education/Risk Reduction (HERR)				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 HERR service in the measurement year.	904	Total number of clients with at least 1 HERR service in the measurement year.	992
	Clients having a HIV VL:	747 (83%)	Clients having a HIV VL:	843 (85%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	683 (91%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	768 (91%)



2025 CQI Plan Performance Measure Outcomes

Indicator	10/1/2023-9/30/2024		10/1/2024-9/30/2025	
Outpatient/Ambulatory Health Services (OAHS)				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 O/AHS service in the measurement year:	2,571	Total number of clients with at least 1 O/AHS service in the measurement year:	2,544
	Clients having an HIV VL:	2,197 (85%)	Clients having an HIV VL:	2,266 (89%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	2,034 (93%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	2,107 (93%)
Medical Transportation (MT)				
Annual Retention in Service Benchmark: 55%	Total number of MT clients with at least 1 MT service within the 12-month year.	2,796	Total number of MT clients with at least 1 MT service within the 12-month year.	2,486
	Total number of clients with at least 2 MT services at least 90-days apart within the measurement year.	1,452 (52%)	Total number of clients with at least 2 MT services at least 90-days apart within the measurement year.	1250 (50%)



2025 CQI Plan Performance Measure Outcomes

Indicator	10/1/2023-9/30/2024		10/1/2024-9/30/2025	
Overall, Ryan White Part B HIV Viral Load Suppression				
HIV Viral Load Suppression Benchmark: 90%	Total number of clients with at least 1 RWPB service in the measurement year.	16,004	Total number of clients with at least 1 RWPB service in the measurement year.	17,021
	Clients having a HIV VL:	13,571 (85%)	Clients having a HIV VL:	14,619 (86%)
	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	11,468 (84%)	Clients with HIV VL < than 200 copies/ml at last HIV VL test during the measurement year:	13,721 (94%)
Overall, Linkage to Ryan White Part B Services				
Annual Retention in Service Benchmark: 85%	Total number of clients newly diagnosed with HIV and are potentially eligible for the RWHAP Part B program in the measurement year:	260	Total number of clients newly diagnosed with HIV and are potentially eligible for the RWHAP Part B program in the measurement year:	386
	Number of clients who received at least 1 RWHAP Part B service within 30 days of HIV diagnosis:	148 (57%)	Number of clients who received at least 1 RWHAP Part B service within 30 days of HIV diagnosis:	227 (59%)



2025 CQI Plan Performance Measure Disclaimers

- The Ryan White Part B (RWPB) Continuous Quality Improvement (CQI) Plan is not reflective of the totality of services across all funding streams provided by our Regional Grantees/providers to clients, but rather a selected portion.
- CQI Plan data is obtained from the contracts of Ryan White (RW) Rebates and Housing Opportunities for People with AIDS (HOPWA) in CAREWare. Special Pharmaceutical Benefits Program (SPBP) data is obtained from Prime Therapeutics.
- A rolling 12-month calendar year is used for data collection of the 2025 CQI Plan: 1st Review Period: 4/1/2024-3/31/2025, 2nd Review Period: 7/1/2024-6/30/2025, 3rd Review Period: 10/1/2024-9/30/2025, and 4th Review Period: 1/1/2025-12/31/2025.
- Prior to 2024, CQI Plan HIV Viral Load data was collected from CAREWare and the Enhanced HIV/AIDS Reporting System (eHARS) only and did not include the Pennsylvania National Electronic Disease Surveillance System (PA-NEDSS). As of the report period of 4/1/2023-3/31/2024 the 2024 CQI HIV Viral Load information is obtained from CAREWare, eHARS and PA-NEDSS. The HIV Viral Load data is updated bi-annually.

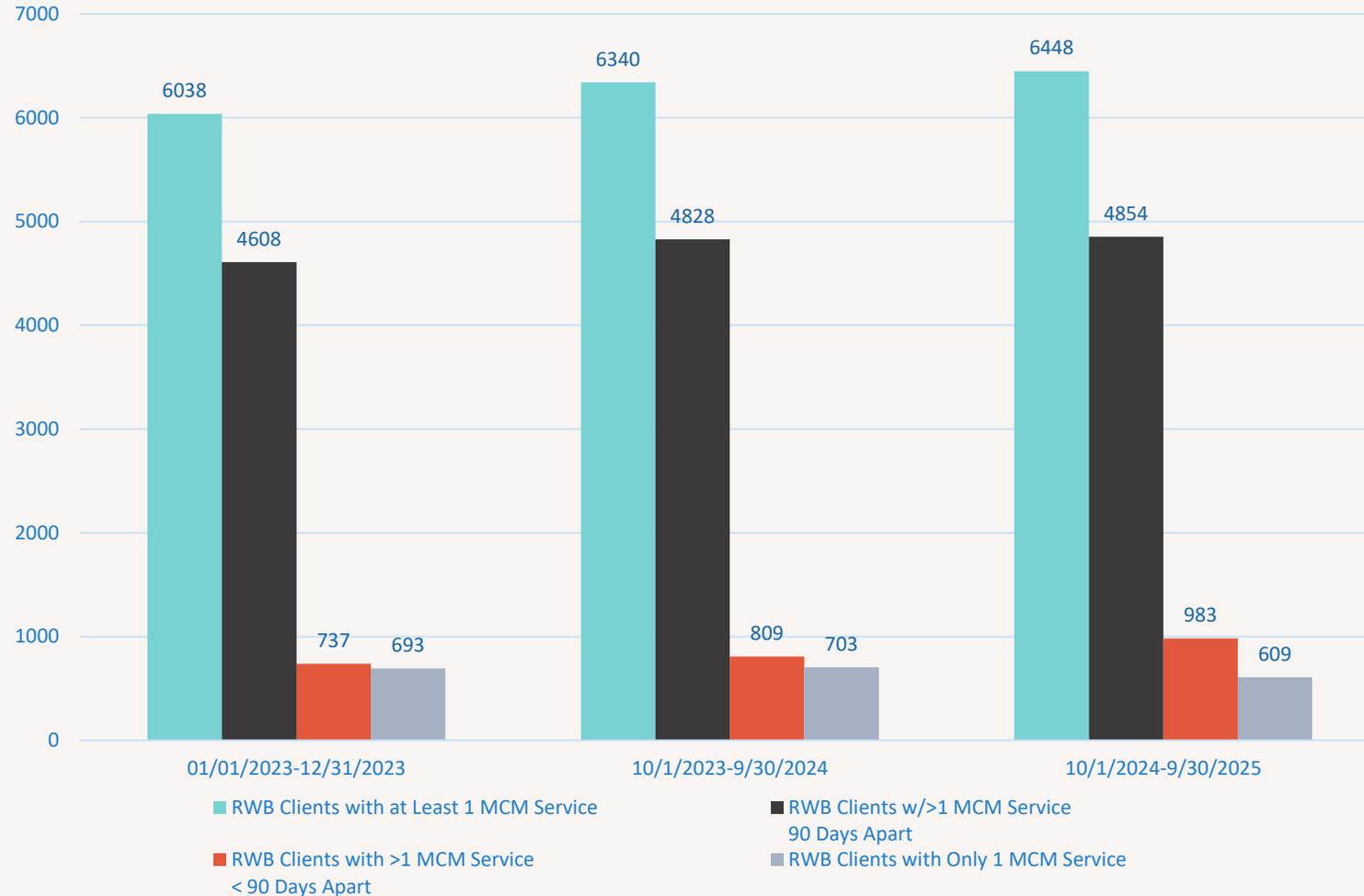


2025 CQI Plan Performance Measure Disclaimers

- As of 4/1/2024-3/31/2025 SPBP HIV Viral Load includes clients with medication claims and premium claims.
- Clients in the HIV Viral Load performance measure cohort *without* a HIV Viral Load may be due to the most recent HIV Viral Load falling outside the 12-month report period.
- An error in the statistical analysis system (SAS) was identified in the quantities field. As of the report period of 4/1/2024-3/31/2025 this error was corrected. The corrected error has resulted in a more accurate reflection of the total number of services provided to RWPB unique clients for each core and support service category.
- SPBP Annual Retention in Service/re-enrollment performance measure: The number of Special Pharmaceutical Benefits Program (SPBP) cardholders who were sent re-enrollment letters do not include cardholders who are now deceased, moved out of state, no longer eligible for the program or appear to be eligible for Medical Assistance (MA) and only given 3 months of SPBP coverage. Individuals that become enrolled in MA are disenrolled from SPBP and are not sent re-enrollment letters.
- Due to recent RWPB budget adjustment outcomes may show a reduction in service category utilization.



2024 CQI Workgroup State-level Quality Improvement Project (QIP)



Medical Case Management (MCM),
Annual Retention in Service

Defined as at least 2 MCM services at least 90-days apart in the 12-month measurement year.



2024 CQI Workgroup State-level QIP Target Condition

- By 12/31/2024 RWPB MCM providers will commit to reviewing program guidance/best practices developed by the CQI Workgroup.
- By 1/31/2025 Regional Grantees will begin planning a process focusing on increasing MCM Annual Retention in Service.
- By 2/28/2025 Regional Grantees and providers will collaborate to begin planning a process focusing on increasing their MCM Annual Retention in Service.
- By 3/31/2025 Regional Grantees and providers will commit to beginning the implementation of a process focusing on increasing their MCM Annual Retention in Service.
- By 6/30/2025 RWPB MCM providers with baseline MCM Annual Retention in Service ranging between 39%-76% (2024 CQI QIP baseline) will increase a minimum of 4%.
- By 6/30/2025 RWPB MCM providers with a baseline MCM Annual Retention in Service rate above 76% will increase a minimum of 1%.
- By 6/30/2026 the state-level average MCM Annual Retention in Service rate will increase from the baseline of 76% to a minimum of 80%.



The CQI Workgroup's Quality Improvement Projects

- The 2024 quality improvement project target condition extends to 6/30/2026.
- Community Involvement, community advisory boards (CABs)/community advisory councils (CACs).



2026 RWPB CQI Plan Performance Measures

Ryan White Part B Service Category	Performance Measure
Special Pharmaceutical Benefits Program	HIV Viral Load Suppression, Annual Retention in Service
Foodbank/Home Delivered Meals	Annual Retention in Service
Medical Case Management	Annual Retention in Service, HIV Viral Load Suppression
Health Education/Risk Reduction	HIV Viral Load Suppression
Outpatient/Ambulatory Health Services	HIV Viral Load Suppression
Medical Transportation	Annual Retention in Service
*Non-Medical Case Management	Annual Retention in Service
Overall	HIV Viral Load Suppression
Overall	Linkage to Ryan White Part B Services



CQI Program Disclaimer

The HIV Planning Group serves as the Quality Management Advisory Committee and the helps to provide oversight for the CQI plan.

The HIV Planning Group Quality Management Advisory Committee delegates the CQI Plan responsibilities to the CQI Workgroup.

The Pennsylvania Department of Health Bureau of Communicable Diseases Division of HIV Health has final decision-making authority over the CQI program.



2025-2026 CQI Workgroup Members

- Michelle Schlegelmilch, CQI Coordinator
 - John Haines, Clinical Manager ADAP Lead
 - Nenette Hickey, Sr. Medical Economist
 - Monisola Malomo, Epidemiologist
 - Jan Davis, Public Health Program Administrator
 - Stephen Elston, Public Health Program Administrator
- Erin Moore, Office of Operational Excellence, Manager of Quality Improvement
 - Shaheena Riffaie, Family Health Council of Central Pennsylvania (FHCCP) region
 - Liz Romanoski, FHCCP region
 - Zachary Zirk, FHCCP region
 - Joanne Conover, FHCCP region
- Erica Hubert, United Way of Wyoming Valley (UWWV) region
 - Gita Krull-Aquila, Division of HIV Health (DHH) region
 - Rachel Schaffer, Jewish Healthcare Foundation (JHF) region & HPG
 - Holly Megnin, PA Thrive Partnership (PTP) region
- Melissa Yeany, PTP region
 - Vickey McKinzey-Gonzalez, MidEast PA Care and Advocacy Network (MidEast PA CAN) region
 - Carol Vanderhoff, MidEast PA CAN region
 - Samantha DeFeo, North Central District Allied Connections (NCDAC) region



Michelle Schlegelmilch
Division of HIV Health
Ryan White Part B
Continuous Quality
Improvement Coordinator
C-michesch@pa.gov