

# Agency Subservices

## Intended Audience

- Managers and Supervisors
- Technical Leads
- Administrative Agencies

## Policy Background

Client services are organized into four tiers – contract, primary service, secondary service, and agency subservice. The drop-down lists for primary and secondary services are selected from pre-defined lists and are based on each agency’s actual contract with their funders.

While only Administrative Agencies can set up contracts, agency users with the appropriate permissions can create or edit agency subservices. Though agency subservices may be a valuable tool for some agencies, its use is voluntary. Defining specific subservices can be helpful in tracking and budgeting. For example, if an agency is administering a health education assessment test and needs to distinguish between walk-in clients and those with appointments, they could create two subservices – one for walk-ins and one for appointments. Then the agency could run reports to determine which approach clients prefer and allocate staff time and availability to match client preferences.

In addition to creating subservices, agencies can also change the default unit quantity or rate, establish goals for units provided or unduplicated clients served, or budget for services.

## Procedures

When creating agency subservices, agencies should observe these guidelines:

- Try to use the appropriate primary or secondary service first.

	Primary Service	Secondary Service	Agency Subservice
Correct	Outpatient/Ambulatory Medical Care	Viral Load Test	[No Subservice Needed]
Incorrect	Outpatient/Ambulatory Medical Care	Outpatient/Ambulatory Medical Care	Viral Load

- Agency subservices should be logical. They should “fit” under the appropriate Ryan White Program Service Definition.

	Primary Service	Secondary Service	Agency Subservice
Correct	Medical Transportation Services	Van/Car Ride	Paratransit
Incorrect	Psychosocial Support Services	Psychosocial Support Services	Paratransit

- Avoid creating subservices for every single activity within a primary or secondary service, especially when there are other places in ARIES to capture the information. For instance, an agency creates five subservices under Outpatient/Ambulatory Medical Care to track Hepatitis A, Hepatitis B, Influenza, Pneumonia, and Tetanus immunizations. This approach creates two problems:
  - The client’s units are inflated. A client comes in for two immunizations which take 10 minutes to administer. Rather than counting that service as one unit at 15 minutes, it is counted as two units (30 minutes).
  - Because there is already a place in ARIES to capture immunizations, the provider must then re-enter this information in the Immunization section of the “Medical History” screen in order for it to be reflected on certain reports such as the Quality Management Reports.
  - In this case, the preferred approach would be to:
    - Count all immunizations under the existing secondary service called Immunizations and
    - Enter the specific immunizations on the “Medical History” screen.
- Do not name an agency subservice “None,” “NA,” or “Not applicable.” If there truly is no name, leave the default secondary service in the service field.

## Compliance Monitoring

The State Office of AIDS periodically reviews the contract set-ups. When suspect contracts are identified, OA notifies the AA of the potential problem and remedy.

## Additional Information

- For more information on the primary and secondary services in ARIES, please consult the “ARIES Service Hierarchy” posted at [www.projectaries.org](http://www.projectaries.org) > Resources/Supporting Documentation.
- To read the definitions for each HRSA service category (called “primary services” in ARIES), go to [www.cdph.ca.gov/programs/aids/Documents/MAD3CareGuidance.pdf#page=5](http://www.cdph.ca.gov/programs/aids/Documents/MAD3CareGuidance.pdf#page=5).

- Agencies needing assistance with agency subservices should consult the ARIES User Manual by pressing the F1 key while in ARIES or contact the ARIES Help Desk at 1-866-411-ARIES (2743).

## Related Policies

- ARIES Policy Notice No. D1 regarding Contract Set Up