

# Client Information Packet

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**This packet is put together to help you understand the services available to you. We know that you may have a lot of questions so we encourage you to ask your Care Coordinator if you need more information. Our goal at the Alliance is to help you reach your health goals and improve your quality of life.**

The goal of this program is to ensure that you have the healthiest possible standard of living. We work towards this goal by ensuring that you have access to available medical care and medication, and by strengthening your ability to make informed choices about your treatment. We embrace a client centered approach, encouraging you to fully participate in your care. We support and respect your choice and work with you to achieve your goals at the pace you choose. Our team works in a non-judgmental manner to empower, educate, advocate and to provide case management.

## Alliance Basics

### OFFICE LOCATION

#### Lane County

1966 Garden Ave.  
Eugene, OR 97477

Phone: 541.342.5088  
Toll-free: 866.470.3419  
Fax: 541.342.1150

### HOURS

#### General Office:

**Monday-Friday** 9:00 AM - 5:00 PM

#### Douglas County

1034 Oak Street  
Roseburg, OR 97470

Phone: 541.342.5088  
Fax: 541.440.9665

#### General Office:

**Monday-Wednesday** 10:00 AM - 4:00 PM

**Friday** 11:00 AM - 2:00 PM

#### Jackson County

140 S Holly St.  
Medford, OR 97501

Phone: 541.774.8200

General Office: Please call to schedule an appointment

**For Testing and Needle Exchange times see page 9**

## New Client Intake Checklist

- Speak with an Intake Coordinator about enrolling as a client and schedule a time to begin Intake process.
- During the Intake appointment the Intake Coordinator will collect the information necessary to prepare required documents from client.
  - **If the appointment is in person:** the Intake Coordinator will complete all required paperwork with client.
  - **If the appointment is over the phone:** the Intake Coordinator will mail required forms to client (or fax documents if client has access to a fax machine).

Client will need to read over and complete and sign/date required paperwork; there will be a list of documents client will need to provide:

- Send proof of income
  - Examples: Pay stubs, Social Security award letter, Bank statements, No income statement
- Send proof of residency
  - Examples: Unexpired Oregon ID, rental agreement, utility bill, residency verification form
- Proof of identity
  - Examples: Photo ID, Social Security Card, Birth Certificate
- Sign Release's of information for medical providers

After all paperwork is completed, Intake coordinator will enroll you in HIV Alliance's case management program and notify the Nurse case manager and your Care Coordinator to contact you in order to:

- Complete Screening with Care Coordinator
- Complete RN Assessment with Nurse

## Client Frequently Asked Questions (FAQs)

- 1) Is there an income or asset limit to receive Care Coordination Services?

Anyone living with HIV may receive care coordination services, including medical case management. However, emergency financial assistance is limited to clients below 250% of the Federal Poverty Level. For 2014 this is \$2,431.00 a month for a family of one.

- 2) I have insurance and am financially stable but I don't know anyone else living with HIV. Where can I meet people that understand that I am going through?

The HIV Alliance offers several social groups for people living with HIV/AIDS. With a referral from a Care Coordinator you can attend one of our groups as part of the services we offer.

- 3) What are the services that are available to me?

Clients may be eligible for a variety of services, including emergency financial assistance, information and referral. Please see the 'Services Available' document in your new client packet.

- 4) Why do people living with HIV/AIDS need care coordination services?

Many people living with HIV/AIDS face multiple challenges. This may include mental health conditions, addictions issues, and/or other medical diagnoses. In addition, HIV can be financially devastating, leaving people unable to work or with a reduced ability to earn income. This combined with the management of a chronic disease and the high cost of care leaves many with the need for additional support.

- 5) If I'm using drugs can I become a client?

Yes. We may recommend you kick the habit but if you don't want to, or are not ready, we're still here to help. We embrace a Harm Reduction Philosophy. This means that we understand not everyone is ready to quit, so we work with clients in taking steps to reduce risk.

- 6) I have health insurance through work but my co-pays are really expensive and I can't afford to get my medication. Is there any way to get help?

Yes, our care coordinators can help you find assistance. One option might be Oregon's AIDS Drug Assistance Program (ADAP) is called CAREAssist. CAREAssist can help you with the cost of premiums and co-pays. More information can be found on our Insurance Services page.

- 7) I can't afford my rent, is there assistance available to me?

You may be eligible for assistance. We offer emergency housing assistance to eligible clients and can refer you to a more long term housing program as well. This long term program does have a waiting list.

8) I was recently diagnosed with HIV and I don't have insurance. What should I do?

Through the Affordable Care Act there are several types of insurance to choose from. Care Coordinators will guide you through the process of enrollment for the insurance type you qualify for. More information can be found on our Insurance Services page.

9) How do I become a client?

Becoming a client is as easy as calling our agency and scheduling an appointment with an Intake Coordinator. Our program is voluntary and you can dis-enroll at any time. To learn more about this see the new client intake checklist in your new client packet.

## Health Insurance Overview

Through the Affordable Care Act there are several types of insurance to choose from. Your Care Coordinator can help you navigate systems to enroll for the insurance you qualify for. You can also apply by going to [www.coveroregon.com/get-coverage/online](http://www.coveroregon.com/get-coverage/online).

There are many types of insurance available to people living with HIV, including persons who are also undocumented. Below is a list of the most common types of insurance.

- Oregon Health Plan (Medicaid)
- Medicare
- Qualified Health Plans

There are also programs that can help you with the cost of insurance, medical care, and medications, including:

- Low Income Subsidy
- Qualified Medicare Beneficiary
- CAREAssist

### Definitions of commonly used programs:

#### CAREAssist

CAREAssist is Oregon's AIDS Drug Assistance Program. CAREAssist is a secondary health insurance that can help with copays, deductibles and health insurance premiums. If you are not able to obtain insurance CAREAssist may be able to assist with the cost of medical care and medication.

#### Oregon Health Plan (OHP)

The Oregon Health Plan is Medicaid in Oregon. Oregonians below 138% of the federal poverty level qualify for the OHP.

#### Federal Marketplace – Qualified Health Plan (QHP)

The federal marketplace is for individuals to enroll in a qualified health plan through the Affordable Care Act. Individuals who do not have employer insurance, Medicare or Medicaid can enroll in a private plan through the marketplace.

#### Medicare – Part A, B, C and D

Medicare is health insurance for individuals aged 65 years or older; people younger than 65 may qualify with certain disabilities or permanent kidney failure. Medicare has four parts to it: parts A, B, C, and D.

Part A: Covers inpatient care in a hospital or skilled nursing facility.

Part B: Covers medical visits, outpatient care, home health care, durable medical equipment and some preventive services.

Part C: Medicare advantage plans are under part C. Part C coverage is optional and you have to enroll in a plan separately.

Part D: Covers prescription drugs.

**Ask your Care Coordinator for more information about health insurance options.**

## Programs Offered at the Alliance

**The Alliance offers many services designed to help you improve your health and well-being. The team at the Alliance includes Care Coordinators, Intake Coordinators, RNs, Pharmacists as well as a Patient Navigator, Employment Specialist and a Dental Case Manager.**

**Program Name:** Care Coordination

**Brief Description:** Care coordinators help clients to access health insurance. Services also include referrals to housing, community services, mental health and substance abuse treatment, and can offer emergency financial assistance (see last page of packet for more information about financial services).

**Eligibility Requirements:** Be enrolled in case management services with The Alliance.

**How to be referred:** As long as you are a client, you will have access to a care coordinator.

**Program Name:** Medical Case Management

**Brief Description:** Services include referrals and case consultation with physician, help with medication adherence, nutrition counseling and education, liver health support, monitoring labs and explaining medical conditions and HIV education.

**Eligibility Requirements:** Be enrolled in case management services with The Alliance.

**How to be referred:** Depending on your level of need the nurse will make the determination whether to keep you in medical case management or not. Even if you're not, you still have access to the nurse if medical help is needed.

**Program Name:** Vital Purpose-Employment Services

**Brief Description:** Vital Purpose is a program that helps clients gain self-sufficiency through employment and financial planning. Services include resume and interview preparation, benefits counseling (SSI/SSDI), career exploration and skill-building workshops and classes, supportive services such as professional attire and transportation assistance, and ongoing workplace support to ensure greater success once employed. Vital Purpose collaborates with other employment programs throughout the state, including the Work Incentive Network, Vocational Rehabilitation, IDA providers, WorkSource sites, and other nonprofits engaged in employment services.

**Eligibility Requirements:** Must be enrolled in case management services with The Alliance.

**How to be referred:** Talk to your care coordinator about getting a referral to Vital Purpose.

**Program Name:** Dental Program

**Brief Description:** Lane Community College Dental Clinic and HIV Alliance have a partnership that provides dental services to eligible clients at no cost. Services include: cleanings, extractions, fillings, crowns, partials, dentures, and bridges.

**Eligibility Requirements:** To be considered eligible for the Dental Program a client must be enrolled in case management services with The Alliance; be at or below 250% of the Federal Poverty Level; have no dental insurance (or have Oregon Health Plan); and likely to attend appointments.

**How to be referred:** Talk to your care coordinator for more details and to be referred to the Dental Program.

**Program Name:** Pharmacy Medication Adherence Program

**Brief Description:** The Pharmacy Medication Adherence Program is available to clients who are having trouble managing their medications. A clinical pharmacist works with clients one-on-one to manage their medication issues including, side effects and adherence issues.

**Eligibility Requirements:** Clients must be enrolled in case management services with The Alliance. Clients must also currently have an issue with medication adherence, side effects from medications, or be new to antiretroviral treatment.

**How to be referred:** Talk to your nurse to be referred to the program, or with your care coordinator for more information.

**Program Name:** Patient Navigator

**Brief Description:** The purpose of the patient navigator is to provide clients with extra support. The patient navigator and the care coordinator help clients to get housed, engaged in medical care, or access other essential services.

**Eligibility Requirements:** Be enrolled in case management services with The Alliance. Reside in Josephine, Jackson or Douglas Counties.

**How to be referred:** Your care coordinator will refer you.



## Ways to Get Involved

### Speakers in the School

HIV Alliance's Education Program sends people who are living with, or are affected by, HIV into local schools, youth detention facilities, and adult drug and alcohol treatment programs to talk about how HIV has affected their lives. For our speakers, the experience is rewarding, challenging, and does make an impact. Here is a sample feedback from local high school students:

*"Dear X, I thank you for your time that you took to share your story with us. I was very moved and inspired to listen to you. Your story was told in a way that you wouldn't just blow off like any other story but the kind of story you hang on to and learn from. Thank you."*

Additionally, we also provide speakers with a \$25 stipend plus mileage per classroom presentation. We need speakers who are in stable health, are willing to be trained in our presentation format, and are passionate about helping to prevent new infections.

**If interested please call our Eugene office and ask for our Education Program Manager.**

### Become a Volunteer

Opportunities to volunteer with The Alliance are diverse--ranging from providing administrative office support to being a part of our Outreach and Prevention Program and helping out with special projects throughout the year.

**For more information and/or if you are interested in becoming a volunteer, please call our Eugene office and ask for our Volunteer Coordinator.**

### Client Advisory Committee (CAC)

Comprised of clients and staff, the CAC's mission is to improve communication between staff and clients and to increase client engagement in and with the agency.

The group helps to coordinate client events such as summer BBQs and Holiday Parties, publishes the client newsletter, reviews client feedback and makes recommendations, and hosts the WAD Client Art Show. CAC meetings are held once a month at HIV Alliance in Lane County. If you cannot get to the meeting a conference call can be set up for you to call in.

**If you would like to be a part of the CAC, please call our Eugene office and ask for our Program Director.**

## Prevention Services

**Needle Exchange:** This program aims to protect public safety and community health by reducing the spread of HIV and Hepatitis C due to injection drug use. The program works to keep people who inject drugs, their partners, and their children free from HIV, so that they do not have the added burden of living with HIV while in their addiction or recovery of drug use.

### Lane Co. Exchange

|           |            |  |
|-----------|------------|--|
| Monday    | 6pm-7:30pm | at the dead end of Blair Street, Eugene                |
| Tuesday   | 11am-1pm   | at HIV Alliance, Eugene                                |
| Wednesday | 6pm-7:30pm | at the dead end of Blair Street, Eugene                |
| Thursday  | 6pm-7:30pm | under the bridge across from Day Island Park, Glenwood |
| Friday    | 1pm-5pm    | at HIV Alliance, Eugene                                |

### Douglas Co. Exchange

|           |          |                           |
|-----------|----------|---------------------------|
| Monday    | 11am-4pm | at HIV Alliance, Roseburg |
| Tuesday   | 11am-4pm | at HIV Alliance, Roseburg |
| Wednesday | 11am-4pm | at HIV Alliance, Roseburg |
| Friday    | 11am-2pm | at HIV Alliance, Roseburg |

### Josephine Co. Exchange

|                           |          |   |
|---------------------------|----------|---|
| First and Third Thursdays | Noon-3pm | at Newman Methodist Church, Grants Pass |
|---------------------------|----------|---|

**HIV/HCV Testing:** HIV Alliance offers free testing in Lane, Douglas, and Josephine Counties for Men who have sex with Men, People who inject drugs, and Partners of People Living with HIV.

### Lane Co. at HIV Alliance, Eugene

|          |         |
|----------|---------|
| Monday   | 5pm-7pm |
| Tuesday  | 5pm-7pm |
| Thursday | 6pm-8pm |
| Friday   | 1pm-5pm |

### Douglas Co. at HIV Alliance, Roseburg

|           |             |
|-----------|-------------|
| Monday    | 11am-3:30pm |
| Tuesday   | 11am-3:30pm |
| Wednesday | 11am-3:30pm |
| Friday    | 11am-1:30pm |

### Josephine Co. at the Newman Methodist Church on B Street, Grants Pass

|                           |          |
|---------------------------|----------|
| First and Third Thursdays | Noon-3pm |
|---------------------------|----------|

### Partner Testing Services

Jackson Co. and Marion Co. public health department provide free HIV testing services for partners of people living with HIV as well as others at-risk. HIV Alliance will provide testing services for partners of their clients in all other counties that we serve: Clatsop, Coos, Curry, Lake, Lincoln, and Klamath. Contact your Care Coordinator or RN to arrange testing appointments.

## **Housing Services**

### **Oregon Housing Opportunities in Partnership (OHOP)**

The goal of OHOP is to assist eligible clients in achieving and maintaining housing stability such as to avoid homelessness and improve their access to and engagement in, health care services and treatment. OHOP is designed to act as a bridge to long-term assistance programs, such as Section 8. Participation in OHOP is voluntary and conditional.

## **Support Services**

### **When/Where**

**For event locations, time and date, check the Client Social Events Calendar on the agency website or contact your Care Coordinator.**

### **POZ**

- Peer support and social connection group; for clients only.
- Dinner is served

### **Educational Events**

- Client specific education programs
- Community education programs
- Clients are welcome to attend any educational event of HIV Alliance.

### **Positive Self Management Program**

Provided by Oregon Health Authority (OHA) HIV Care and Treatment Program the Positive Self-Management Program for HIV (PSMP), developed by Stanford University, is a way of addressing the chronic health needs of people living with HIV/AIDS in Oregon.

The PSMP, Living Well with HIV and AIDS, is a group health education and skills building workshop to help HIV positive individuals actively manage their disease. Participants engage in 7 weekly workshops led by two leaders trained in the evidence based PSMP method. The Workshop content includes how to integrate medicine regimens into daily life to improve adherence; techniques to deal with problems like fear, isolation, and fatigue; exercise for maintaining and improving strength, flexibility, and endurance; communicating with family and health professionals around one's disease; nutrition; symptom evaluation and management; and evaluation of new or alternative treatments. Classes are highly participatory and focus on mutual support and skills-building.

This program is offered in several counties throughout the year.

Please note that this is not a bilingual program, unfortunately it is not available in Spanish at this time.

### **Friends and Family**

HIV Alliance hosts an activity for clients and their family/friends in an environment that is safe and supportive for both clients and those individuals who are part of their support network.

Activities are hosted both in the community, as well as at the HIV Alliance, and food is often provided.

HIV Alliance staff can help arrange transportation for clients, if needed.

### **Social Events**

HIV Alliance hosts events throughout the year. Clients are encouraged to attend any events of interest.

The agency hosts yearly holiday parties, in several of the counties we serve, which include food, activities, gifts, and an opportunity to visit with other clients and their support people, as well as HIV Alliance staff.

Every summer, the agency hosts summer parties in the various counties served by HIV Alliance. Summer parties also have food, activities, and a chance to socialize.

## **Client Services Financial Assistance Policy**

**HIV Alliance can help with emergency financial assistance. This assistance is based on need and for emergencies only. Clients are determined eligible for financial assistance based on their income and household size. For example, a client with a household size of one is eligible if their monthly income is under \$2,400, and for a family of two under \$3,300. Our funds are used as last resort and other options will be considered before we can offer financial assistance. Clients will be asked about their budget and will have to discuss personal finances when asking for financial assistance. Amounts for each category are limited and can be discussed with your Care Coordinator.**

### Housing

- Rent Assistance
- Housing Related Deposits – includes application fees
- Transitional Housing

### Medical Emergency Financial Assistance

- Eye Care
- Drug Reimbursement – Prescription medications or co-pays not covered by insurance, CAREAssist, patient assistance programs or any other programs.
- Health Aid/ Non Prescription Medication – only services not covered by insurance
- Medical Benefit – payment of insurance premiums
- Medical Service – only services not covered by insurance
- Nutritional Support

### Psychosocial Emergency Financial Assistance

- Travel Lodging – motel/hotel needed for medical visits
- Supplemental Food Cards
- Utilities
- Documentation – ID or Birth Certificate if it is a barrier to employment, housing, or insurance

Medical Transportation – OHP client must use local transportation assistance. This is only eligible to clients whose insurance does not cover medical transportation.

### Care Packages – Cleaning and hygiene supplies

HIV Alliance can also assist in obtaining financial assistance for the following services:

- Dental
- Nutritional Counseling
- Mental Health Counseling
- Addictions Treatment
- Adherence Aids