

# *CLIENT INFORMATION PACKET*

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## SUMMARY

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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 HIV 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.

## HOURS AND LOCATION

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### **Lane County**

1195 City View St  
Eugene, OR 97402

Phone: 541.342.5088  
Toll-free: 866.470.3419  
Fax: 541.342.1150

General Office:  
Monday-Friday 9:00 AM - 5:00 PM

### **Douglas County**

647 West Luellen, Suite #3  
Roseburg, OR 97470

Phone: 541.342.5088  
Fax: 541.440.9665

General Office:  
Monday-Friday 9:00 AM - 5:00 PM

### **Marion County**

3886 Beverly Avenue NE  
Building I, Suite 6  
Salem, OR 97305

Phone: 541.342.5088  
Fax: 503.400.3343

General Office:  
Monday-Friday 9:00 AM - 5:00 PM

### **Jackson County**

955 Town Centre Dr. Ste. B  
Medford, OR 97504

Phone: 541.342.5088  
Toll-free: (866) 470-3419  
Fax: (541) 499-0254

General Office:  
Monday-Friday 9:00 AM - 5:00 PM

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## **NEW CLIENT INTAKE CHECKLIST**

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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 or email 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:

### **Proof of income**

Examples: Pay stubs, Social Security award letter, Bank statements, No income statement

### **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 of information" for medical providers

After all paperwork is completed, the 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**

This screening can be conducted in person or over the phone.

### **Complete RN Assessment with Nurse**

This assessment can be conducted in person or over the phone.

## **CLIENT FREQUENTLY ASKED QUESTIONS (FAQS)**

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### **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” section of this document.

### **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 300% of the Federal Poverty Level.

### **I have insurance and am financially stable but I don't know anyone else living with HIV.**

#### **Where can I meet people that understand what I am going through?**

HIV Alliance offers several social groups for people living with HIV/AIDS. Your Care Coordinator will be able to provide you with the information about the group in your area.

### **What services are available to me?**

Clients may be eligible for a variety of services, including emergency financial assistance, information and referral. Continue to read this document for services and programs available for clients.

### **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.

### **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.

### **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), which is called CAREAssist. CAREAssist can help you with the cost of premiums and co-pays. Your Care Coordinator will be able to determine if you are eligible and help you apply for the program.

## **CLIENT FREQUENTLY ASKED QUESTIONS (FAQS) (continued)**

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### **I can't afford my rent, is there assistance available to me?**

You may be eligible for rent 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.

### **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.

## **PROGRAMS OFFERED AT HIV ALLIANCE**

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HIV 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, and a Dental Case Manager.

### **Care Coordination**

**Brief Description:** Care coordinators help clients to access health insurance and community resources. 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.

### **Medical Case Management**

**Brief Description:** Services include referrals and case consultation with your 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.



## **PROGRAMS OFFERED AT HIV ALLIANCE (continued)**

### **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 300% of the Federal Poverty Level; and likely to attend appointments.

**How to be referred:** Talk to your Care Coordinator to be referred to the Dental Program.

### **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.



## **SUPPORT SERVICES**

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### **When/Where**

For event locations, time and date, contact your Care Coordinator.

### **POZ**

POZ group is a peer support and social connection group. It is meant for clients to meet other individuals living with HIV in their community. POZ group is for clients only. Dinner is served. Currently, there are POZ groups in Lane, Marion, Douglas, Josephine, Jackson, Linn/Benton, and Coos/Curry Counties. For dates and times, contact your Care Coordinator.

### **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.

### **Educational Events**

Client specific education programs

Community education programs

Clients are welcome to attend any educational event of HIV Alliance.

## **HOUSING SERVICES**

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### **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. Your Care Coordinator is able to refer you to the OHOP program. If you have questions about housing assistance, please contact your Care Coordinator.

### **Oak Program**

The Oak Program is HIV Alliance's own supportive housing program which provides housing assistance and intensive supportive services to people with acute needs for support with housing stability, behavioral health and/or substance use. The goals of the program are long-term housing stability and increased positive health outcomes. Currently, the Oak Program serves Lane, Douglas, Josephine, and Jackson County, but will be expanding over the next year to include Marion County. Your Care Coordinator can assess your eligibility for this program and submit your referral.

## **CLIENT SERVICES FINANCIAL ASSISTANCE POLICY**

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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. Our funds are used as a 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.

The following are categories that eligible clients can get emergency financial assistance for:

### **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

## **HEALTH INSURANCE OVERVIEW**

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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. 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

Private Health Plans

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

Low Income Subsidy (for Medicare)

Qualified Medicare Beneficiary (for Medicare)

CAREAssist

### **Definitions of commonly used programs:**

#### **CAREAssist**

CAREAssist is Oregon's AIDS Drug Assistance Program. CAREAssist can help pay for 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. Clients below 550% of the federal poverty level qualify for CAREAssist.

#### **Oregon Health Plan (OHP)**

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

## HEALTH INSURANCE OVERVIEW (continued)

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### Off-Exchange Private Health Plans

#### 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 C plans will cover your prescription drug costs.

**Part D:** Covers prescription drugs. You have to enroll in a plan separately.

Ask your Care Coordinator for more information about health insurance options and assistance in applying for coverage.

## **WAYS TO GET INVOLVED**

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### **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 picnics and Holiday Parties, publishes the client newsletter, reviews client feedback and makes recommendations. CAC meetings are held once a month via Zoom.

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

### **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 Coordinator.

### **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 apply via our website.

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## PREVENTION SERVICES

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### Syringe 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.

### HIV/HCV Testing

HIV Alliance offers free testing in Lane, Douglas, Josephine, Marion, Curry, and Coos Counties for Men who have sex with Men, People who inject drugs, and Partners of People Living with HIV.

### STI/STD Testing

HIV Alliance offers STI testing in Eugene and Roseburg for those with the Oregon Health Plan (OHP). We can test for: Gonorrhea, Chlamydia, and Syphilis.

### Partner Testing Services & PrEP Navigation

Jackson 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. We also have PrEP navigation services for partners wanting PrEP. Contact your Care Coordinator or RN to arrange testing appointments or a referral to PrEP Coordination.

The chart below shows which prevention services are offered at our locations. For exact times and more information please call our agency.

Location	HIV/HCV Testing	Syringe Exchange	PrEP	STI/STD Testing
Eugene	X	X	X	X
Grants Pass	X	X	X	
Medford			X	
Roseburg	X	X	X	X
Salem	X	X	X	

