



Oregon
Health
Authority



INTRODUCTION TO CASE MANAGEMENT

Training Modules

1. Introduction to the HIV Care & Treatment Program
2. Oregon Housing Opportunities in Partnership (OHOP) Program
3. Support Services
4. CAREAssist Program Overview





Module 3:

Support Services Guidance

Objectives:

- Explanation of available services
- Program requirements
- Other considerations for Support Services



Introduction to Support Services

The HIV Care and Treatment Program provides **high-quality, cost-effective services** that promote access to and ongoing **success in HIV treatment** for people living with HIV in Oregon.



Introduction to Support Services



CASE MANAGEMENT +
SUPPORT SERVICES



ACCESS TO MEDICAL CARE +
IMPROVED HEALTH



Introduction to Support Services





Social determinants of health

ECONOMIC STABILITY	NEIGHBORHOOD + PHYSICAL ENVIRONMENT	EDUCATION	FOOD	COMMUNITY + SOCIAL CONTEXT	HEALTH CARE SYSTEM
• employment • income • expenses • debt • medical bills • support	• housing • transportation • safety • parks • playgrounds • walkability • zip code/geography	• literacy • language • early childhood education • vocational training • higher education	• hunger • access to healthy options	• social integration • support systems • community engagement • discrimination • stress	• health coverage • provider availability • provider linguistic/cultural competency • quality of care
HEALTH OUTCOMES: MORTALITY, MORBIDITY, LIFE EXPECTANCY, HEALTH CARE EXPENDITURES, HEALTH STATUS, FUNCTIONAL LIMITATION					

HIV stigma

HIV stigma is **negative attitudes and beliefs** about people with HIV.





Address stigma by

- Using people-first language when referring to people living with medical conditions
- Talking with colleagues, friends, and others to encourage use of people-first language and other preferred language
- Reviewing your organizations documents and educational materials to reflect preferred language when possible
- Creating future organizational documents and educational materials that reflect preferred language
- Including people with diverse backgrounds and lived experience who are disproportionately impacted by HIV, such as Black/African American people, Latino/Latinx/Hispanic people, men who have sex with men, transgender people, women, and youth in the creation of organizational documents and materials. This will help ensure that language is culturally appropriate and works beyond the issue of HIV to address what is most important to our communities.





Resources to reduce HIV stigma

- [Non-Stigmatizing Language Guide](#)
- [Learn about Factors Driving HIV within the African American Community](#)



Eligibility



Eligibility



Diagnosis: Clients **must have a verifiable** HIV diagnosis



Eligibility



Residency: Client **must reside** in the Ryan White Part B HIV case management service area where the client is seeking services, unless authorized by the HIV Community Services Program



Eligibility



Income: Clients are eligible for support services if they are **low income**





General program requirements

- Payer of last resort
- Needs based
- Direct client reimbursement is not allowed
- Release of information
- Support services cannot be provided to incarcerated clients



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Case management and/or care coordination services are allowable for the purpose of transition into the community as outlined in the HIV Case Management Standards of Services and Support Services Guide.





Introduction to Support Services





Available Support Services

- AIDS Drug Assistance Program Treatments
- Health Insurance Premium and Cost Sharing Assistance
- Home and Community Based Health Services
- Home Health Care
- Medical Case Management including Treatment Adherences
- Medical Nutritional Therapy
- Mental Health Services
- Oral Health Care
- Substance Abuse Outpatient Care
- Substance Abuse Services (residential)
- Emergency Financial Assistance
- Food Banks/Home Delivered Meals
- Housing (including housing related deposits)
- Linguistic Services
- Medical Transportation
- Non-Medical Case Management
- Medical Access
- Eye Care
- Over-the-counter Non-prescription Pharmaceuticals/Medications



Non-Medical Case Management

Non-Medical Case Managers (NMCM) provide:

- Guidance and assistance in accessing medical, social, community, legal, financial, and other needed services
- Referral and application assistance to other benefits programs and services



Medical Case Management

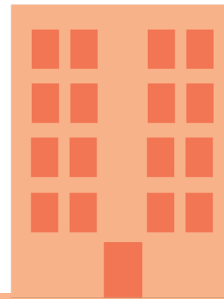
Medical Case Managers provide a range of client-centered activities focused on improving health outcomes in support of the HIV care continuum. For a complete list of key activities, review the [Support Services Guide](#).





Emergency Financial Assistance

Emergency Financial Assistance provides limited one-time or short-term payments to assist with an emergent need for paying for essential utilities, housing, food (including groceries and food vouchers), transportation, and full cost medication.





Emergency Financial Assistance

Emergency Financial Assistance (EFA) subservices include:

- Food Voucher
- Housing Assistance
- Medical Transportation
- Over The Counter Medications
- Prescription (Rx) Medications
- Utilities

Review the [Support Services Guide](#) for the most up to date Emergency Financial Assistance caps





EFA – Food Voucher



A card/voucher that cannot be converted to cash, allowing clients to **purchase food products and groceries**, including hygiene products and household cleaning supplies, necessary to maintain their health and respond to an emergent need in a short term-manner.



EFA – Housing Assistance

Emergency financial assistance can help with **one-time housing needs**, such as access to transitional, short-term or emergent housing to prevent houselessness and to gain or maintain medical care.

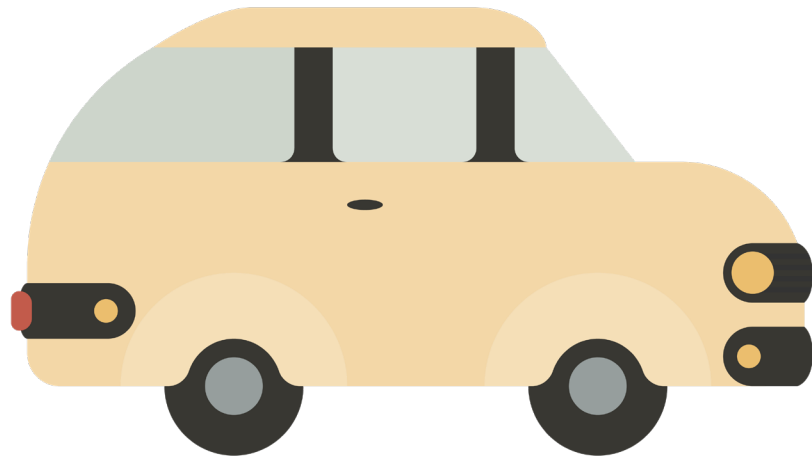
Housing funds may not pay for:

- Mortgage payments
- Recreational vehicles (RV), or any item that would increase the property value of the home (hot water heater, centralized heating and air conditioning, roof, vinyl siding, renovations, etc.)
- Ryan White Program Housing funds may not be distributed as direct cash payments to recipients for services.





EFA – Medical Transportation



Emergency financial assistance can help with **short-term nonemergency transportation** costs to enable access or retainment in core medical and support services.

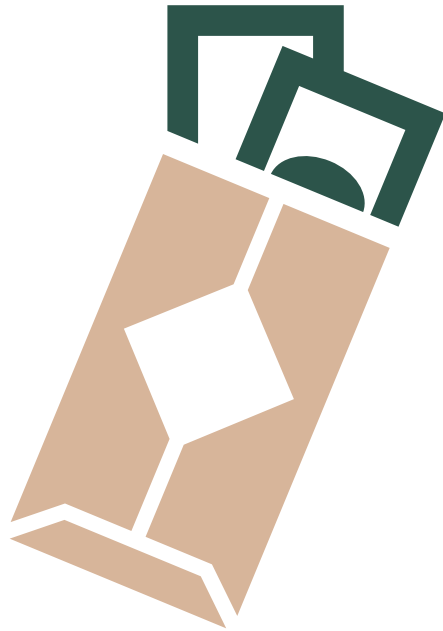
EFA – Over the Counter (OTC)

Primary Medical provider
approved **over the counter**
non-prescription medications
including vitamins and
supplements.





EFA - Other



The provision of short-term payments to assist with **emergency expenses.**



EFA – Rx Full Cost

Emergency financial assistance can be used to maintain short-term access to **necessary medical treatments** for HIV infection for people who are uninsured.





EFA – Utilities

Emergency Financial Assistance can be used to pay for **utilities** that are provided by a public utility and are deemed as an essential service to the health and welfare of a client. Utilities include:

- Water
- Heat
- Electricity
- Internet
- Garbage collection
- Telephone service
- Utility deposits





Eye Care



There are two types of covered eye care:

- Full cost for people without insurance (including CAREAssist)
- Eye Care-co-pay under HIPCSA for people with insurance



Take a break!

Give yourself a moment to stretch and take a break if needed.



Food Banks/Home Delivered Meals (FBHDM)

- **Food items, hot meals,**
voucher to purchase food
- **Personal hygiene products,**
household cleaning supplies,
water filtration





Food Banks/Home Delivered Meals (FBHDM)

- Food Voucher
- Nutritional Supplement- Medical Provider Recommended
- Nutritional Support- RN Authorized

FBHDM – Food Voucher



Food cards and vouchers for the client to purchase food products and groceries (including hygiene products) necessary to maintain health.

FBHDM – Nutritional Support/Nutritional Supplement

Cards or assistance that allow a client to purchase nutritional supplements (i.e., vitamins, Ensure), or nutritional supplements that are purchased on behalf of the client.



These funds are intended to be used only to cover costs not eligible for insurance



Medical Nutrition Therapy

Includes provision of nutrition assessment and screening, nutrition education and counseling, and food and/or nutritional supplements. Food and nutritional supplements may be provided under this category if:

- There is a written physician recommendation for food and/or nutritional supplements
- Food and/or nutritional supplements are identified as needed in the Medical Nutrition Plan by the dietitian, and
- Food and/or nutritional supplements are provided by the dietitian as a part of the service plan





Housing Services

Housing services include housing referral services, and transitional, short-term, or emergency housing assistance to **provide temporary assistance to prevent homelessness** and enable a client gain or maintain medical care.

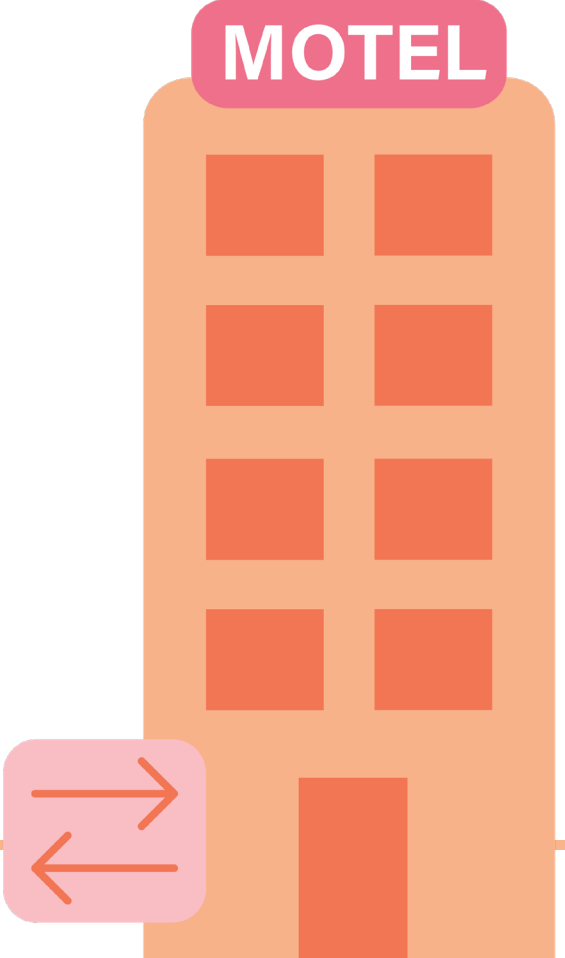
Subservices for this service category include medical lodging, rent assistance, residential facility, transitional housing, and utility assistance.





Housing Services – Medical Lodging

Includes **lodging when traveling to receive medical care.** Generally, clients traveling for 2 hours and/or 100 miles or more are eligible.



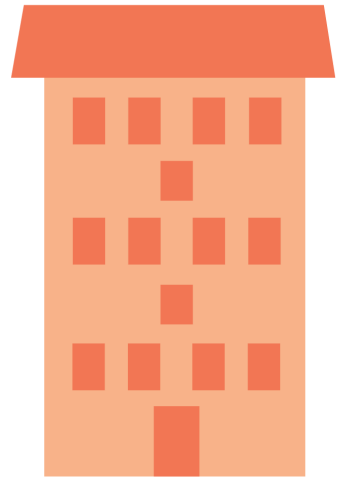
MOTEL





Housing Services - Rent Assistance

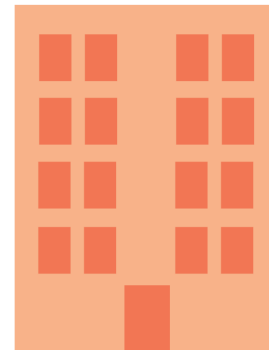
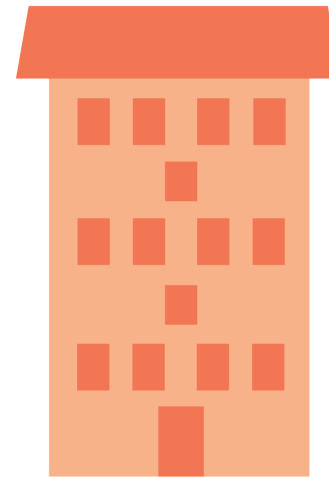
Housing services can help with rental assistance; either **the full or partial monetary amount paid by the client** to the owner/landlord for the rent of their primary residence.





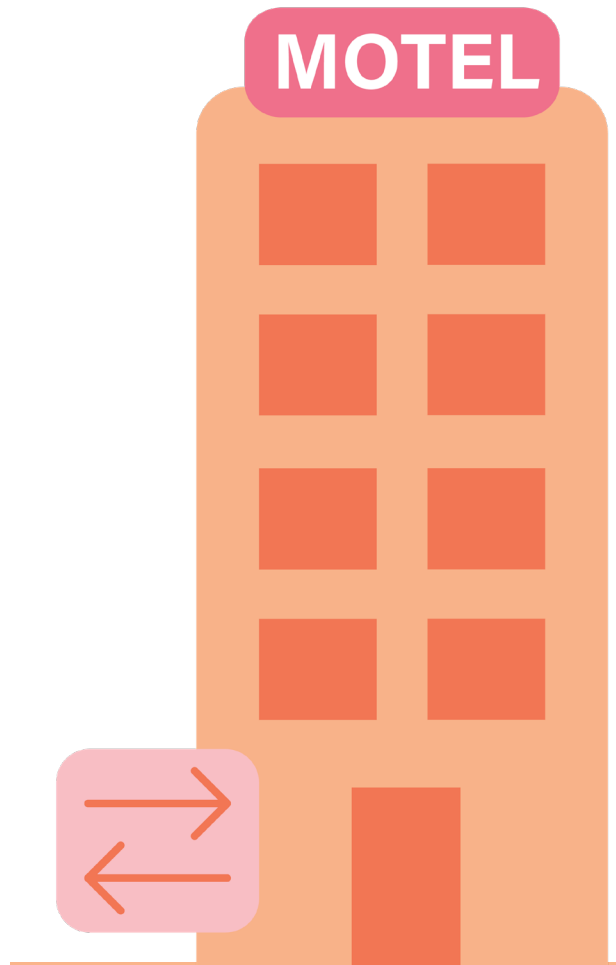
Housing Services – Residential Facility

Housing services can support costs related to residential facilities that include some type of medical or support service, including **residential foster care and assisted living residential services.**





Housing Services – Transitional Housing



MOTEL

Transitional short-term emergency housing such as motels or hotels for purposes of moving or assisting an individual or family into a long-term stable living situation. This subservice may also apply to short term or emergency housing required to gain or maintain medical care.



Housing Services – Utility Assistance

Utilities include:

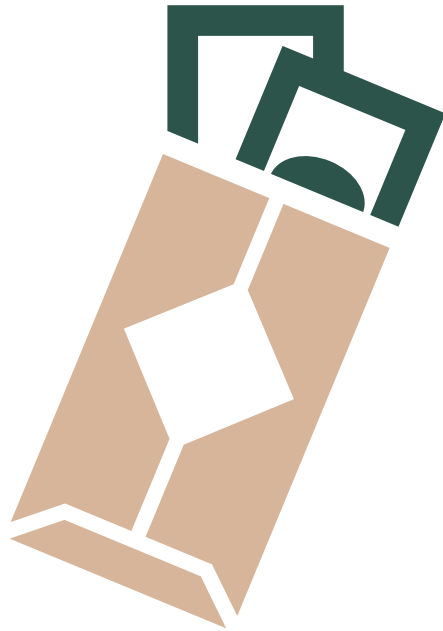
- Heat
- Water
- Electricity
- Internet
- Garbage collection
- Telephone service



Pre-paid phone cards and low-cost phone plans may be purchased under this category for the purpose of connecting clients to the following services: HIV care and treatment (including telehealth) and to maintain communication with the client's case management services and OHOP Housing Coordinators.



Housing Related Deposits



Any monetary deposits required to **secure and maintain housing** for a client. This category could include security deposits, cleaning deposits, last month's rent, and utilities deposits (including telephone).



Linguistic Services

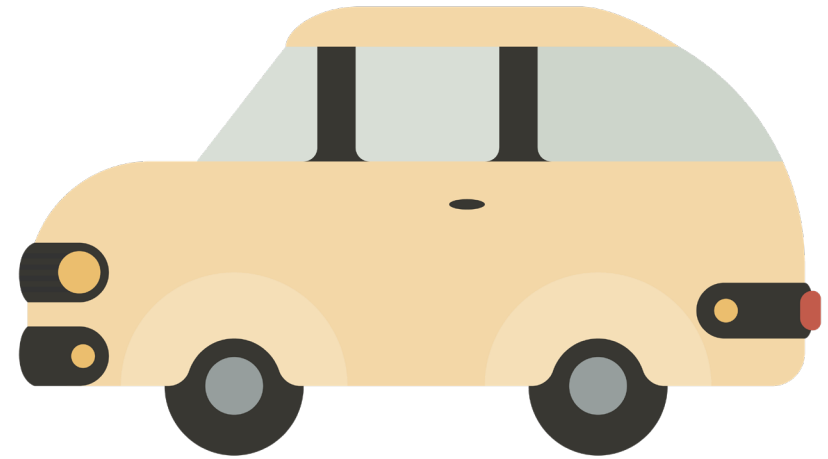
Linguistic services include interpretation and translation services, both oral and written, between healthcare providers and the client. These services are provided to facilitate communication between the provider and client and/or support delivery of Ryan White eligible services and must be provided by qualified linguistic service providers.





Medical Transportation Services

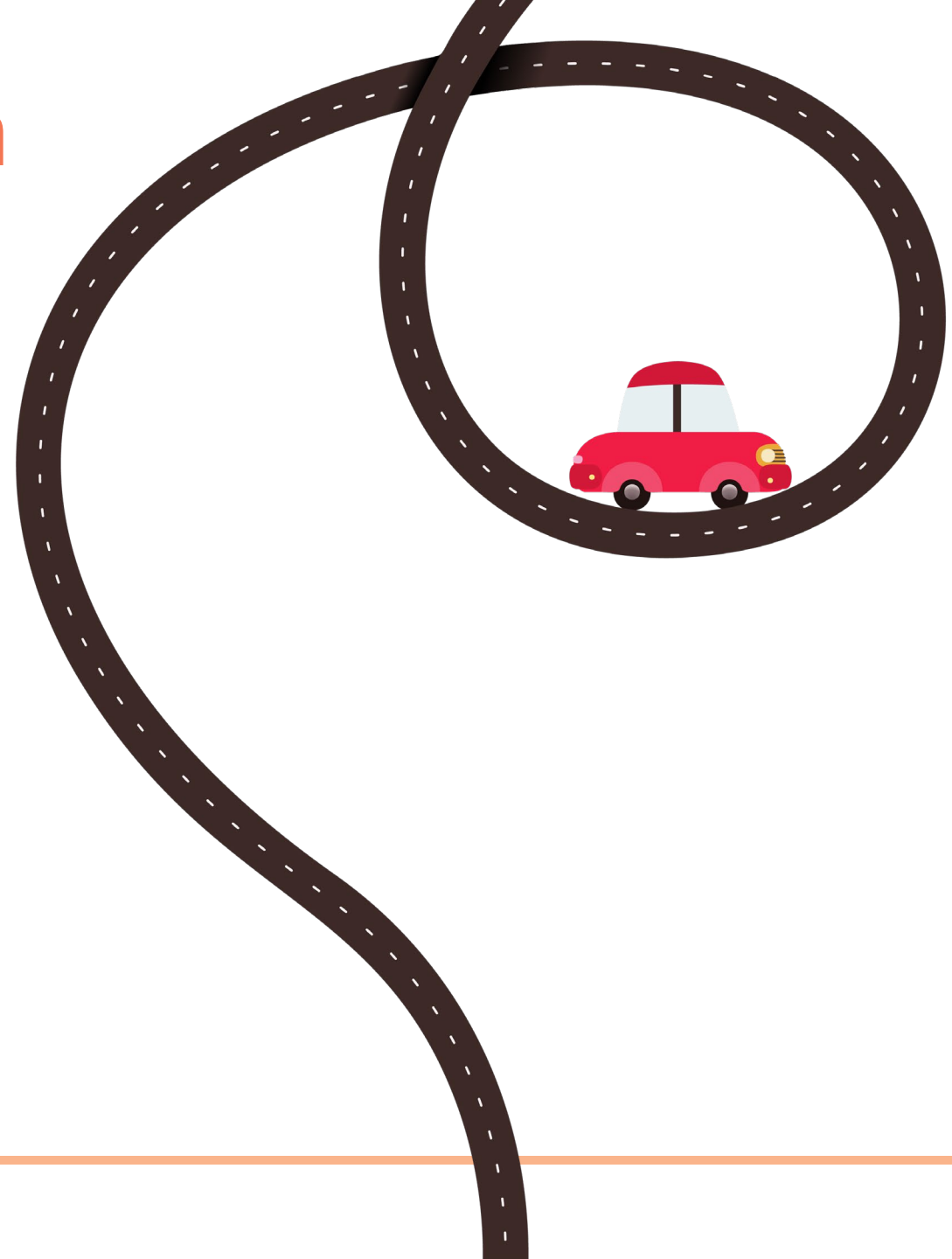
Medical transportation is the provision of non-emergency transportation services that enables an eligible client to access or be retained in core medical and support services.





Medical Transportation Services - Gas Card

Gas vouchers or gas cards can also be provided to clients to access health care services. Mileage may not be reimbursed directly to a client and should not exceed established rates for Federal programs.





Medical Transportation Services - Public Transportation

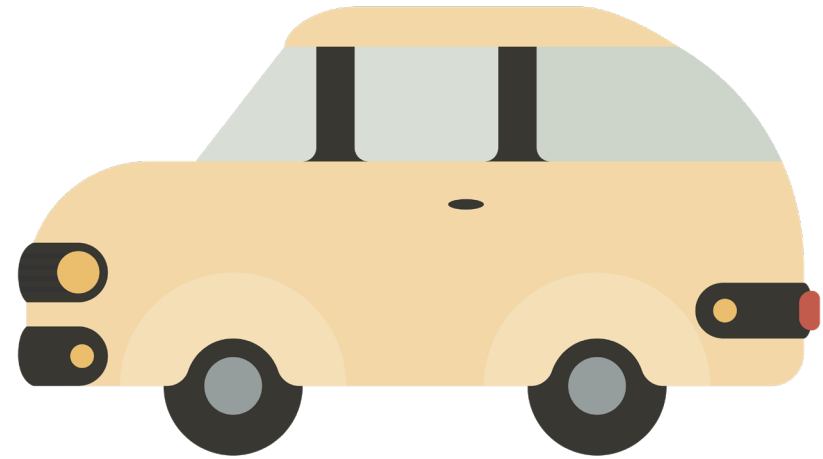


Public transportation services are provided through contracts with providers of transportation services and voucher or token systems to enable them to access or be retained in core medical and support services. May be routinely provided or on an emergency basis. Bus passes should be purchased under the local transit system's disability rate.



Medical Transportation Services – Taxi Fare

For **taxi service** to transport a client to a medically related appointment.





Medical Transportation Services - Other Special Transport

Services provided directly to a client by a licensed Medical Transportation provider so that the client may access health care or support services



Mental Health Services

Mental Health Services are the provision of outpatient psychological and psychiatric screening, assessment, diagnosis, treatment, and counseling services offered to clients living with HIV.



Oral Health Care

Oral health care has been rated the highest unmet need among people living with HIV for several years.



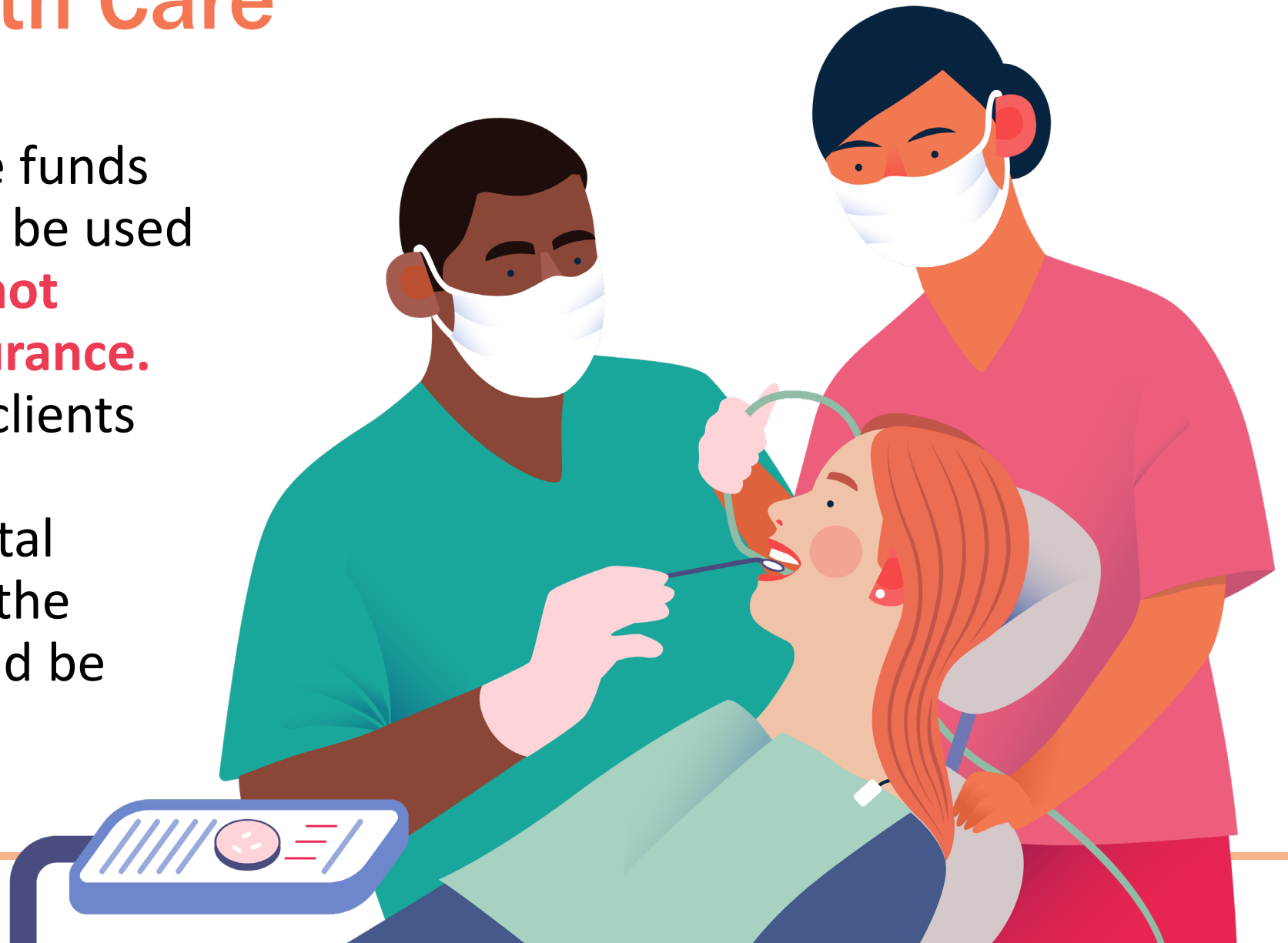
Oral Health Care

Diagnostic, preventative and therapeutic services provided by a dental health care professional licensed to provide health care including general dental practitioners, dental specialists, and dental hygienists.



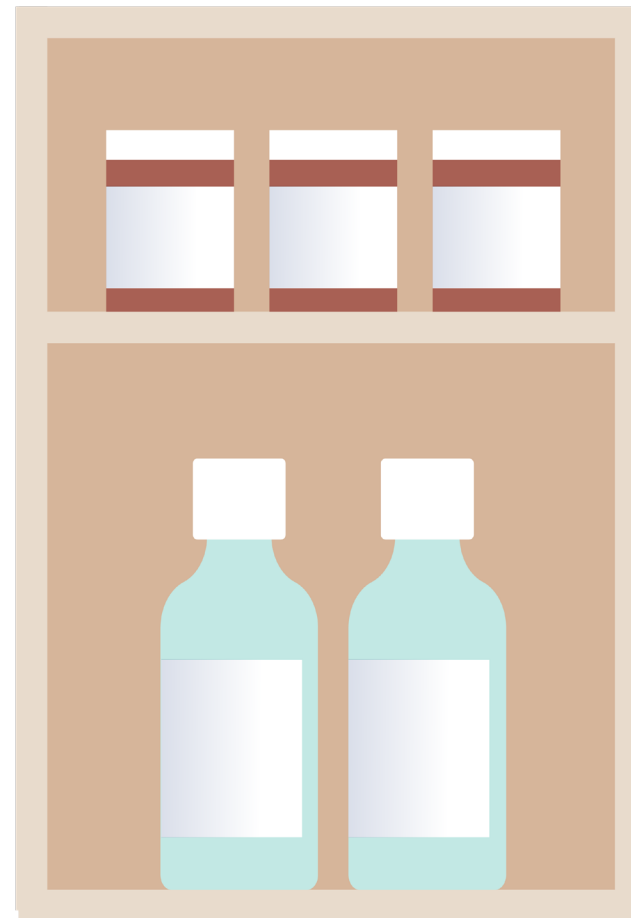
Oral Health Care

Support Service funds are intended to be used to **cover costs not eligible for insurance.** When eligible, clients must apply to CAREAssist dental insurance, and the insurance should be used.



Over the Counter (Full Cost)

This service includes medical professional approved **over the counter, non-prescription pharmaceuticals** and medications.





Substance Abuse Services

This service category is used to provide services for drug and alcohol treatment in either **outpatient** or **residential** settings.





HIV Alliance Programs

- Medication Adherence Program
- Vital Purpose

HIVAlliance





HIV Alliance's Medication Adherence Program

Although this service is provided by licensed pharmacists who are located at HIV Alliance in Eugene, clients can be referred to the program by any agency. Consultation services are available to all Part B Case Managers.

The goals for this service are to:

- Increase knowledge about the importance of adherence
- Identify strategies to overcome barriers to adherence and manage medications effectively
- Decrease negative drug interactions and side effects
- Improve medication adherence
- Maintain or improve health outcomes.





HIV Alliance Employment Program: Vital Purpose

Vital Purpose is an employment service program provided by HIV Alliance that helps clients gain self-sufficiency through employment and financial planning.

Services provided include:

- Resume and interview preparation
- Benefits counseling (SSI/SSDI)
- Career exploration
- Skill-building workshops and classes
- Supportive services such as professional attire and transportation assistance
- Ongoing workplace support to ensure greater success once employed





HIV Alliance Employment Program: Vital Purpose

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. Employment services may occur face to face, over the phone, via email or secure videoconference. The amount of service provided is dependent on client interest and may range from a brief, single session phone call to extensive, ongoing support.





EOCIL Business and Employment Services

Eastern Oregon Center for Independent Living (EOCIL) Business and Employment Services provides:

- Assistance in career development
- Integration of career goals into an overall life plan geared for maximum independence
- Information about education/training opportunities, job modification or accommodation requests
- Work readiness and job-seeking skills





True/False

A client has just moved to Oregon and shows up at your office on a Friday afternoon asking if you can help them fill a prescription for an antibiotic they were prescribed by their previous doctor. The client is currently uninsured. This would be an appropriate use of Prescription Full Cost Emergency Financial Assistance.

- A. True
- B. False



True/False

Your client is living in an RV, and asks for assistance in paying for a space rental where they park their RV. You can help them pay for this space as rental assistance.

- A. True
- B. False



Multiple Choice

What would be an appropriate form of documentation for heating assistance?

- A. Client word
- B. Current bill
- C. Shut-off notice
- D. A detailed case note



Multiple Choice

When verifying a client's residence, what type of information must be included in the documents?

- A. Client's full legal name
- B. Client's address inside the service area that matches the residential address provided during intake
- C. All of the above
- D. None of the above



True/False

Your client needs a new tire on their car in order to get to the doctor. You have clear documentation of the need, so you can use medical transportation to pay for the tire.

- A. True
- B. False



CAREWare and data entry



Valley, Lillian Of the

Appointments Orders Forms Charge Log Client Report Merge Client Delete Client Find List New Search Close

Demographics Service Annual Review Encounters Referrals HIV C&T Pregnancy Relations Intake & Assessment Forms Contacts Custom Ta...

Year: 2012 Vital Status: Alive Deceased Date: Enrl Status: Active Enrl Date: 4/1/2009 Case Closed:

Add/Edit Service Details

Date: Service Name: Contract: Units: Price: Cost:

Amount Received Save Cancel Print

Date	Service Name	Contract	Units	Total	Rec.	Provider	Comme
7/17/2012	RAF - RN Assessment: Face-to-face	DHS FY 2012-2013	1	\$0.00	\$0.00	DHS Training Set	

Service Sharing Preview Services New Service Edit Service Delete Service



CAREWare and data entry

You can find CAREWare data entry resources on the [CAREWare website](#), which includes the CAREWare Users Guide, CAREWare Quick Guide, and the CAREWare training modules.

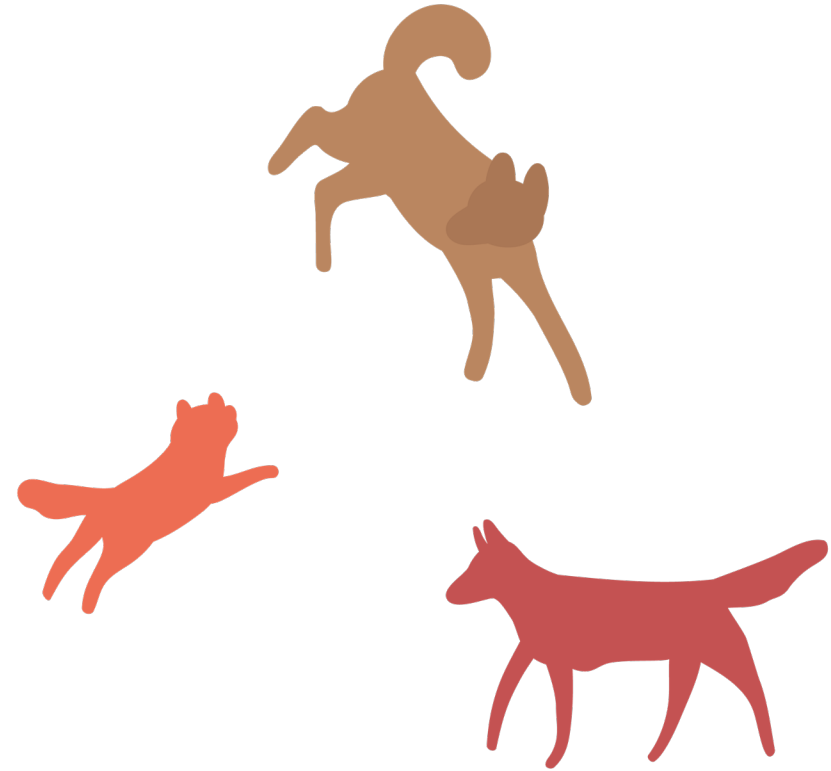




Restricted services

There are some services that Ryan White funds **cannot pay** for, including:

- Funeral expenses
- Medical marijuana
- Pet related costs
- Vehicle maintenance
- Off-premise social or recreational activities (i.e., movies, vacations, gym membership, parties, or retreats)
- Household appliances
- Taxes





Service caps

Most support services have a **service cap** on the amount of money that can be spent on a given client within the fiscal year, which runs July 1st through June 30th.

There are exceptions that can be made to the maximum service cap. Follow your agency's policy regarding the approval process for exceeding service caps and consult the Support Services Guide for exceptions to service caps.





HIV Care and Treatment

Public Health Division

[Home](#) [Public Health Division](#) [Diseases and Conditions](#) [HIV, STD and Viral Hepatitis](#) [HIV Care and Treatment](#) [Support Services Guide](#)

Support Services Guide

HIV Care and Treatment

COVID-19 and HIV

CAREAssist

Case Manager Resources

Case Management Standards & Forms

Support Services Guide

Services and Definitions

The [Support Services Guide \(pdf\)](#) provides information about delivery of Part B Ryan White Support Services, including locally managed services, state managed services, and other ancillary services such as CAREAssist, OHOP, and dental case management.

This document also provides complete guidance on determining client eligibility and policies related to provision of these services.

[Support Services Guide](#)





Module overview

- Explanation of available support services
- Program requirements
- Other considerations for support services



Conclusion

Thank you!

