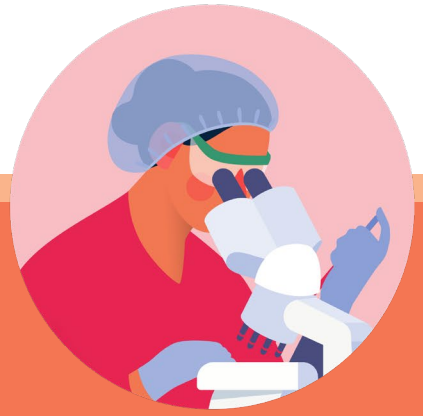


INTRODUCTION TO CASE MANAGEMENT

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 4: CAREAssist

Objectives:

- Introduction and history
- Eligibility information
- Services
- Supporting clients on CAREAssist
- Client responsibilities
- Additional resources

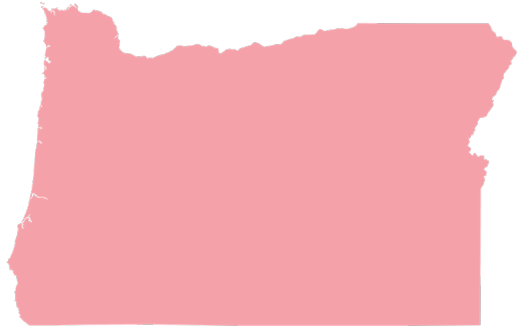
Introduction to AIDS Drug Assistance Program (ADAP)

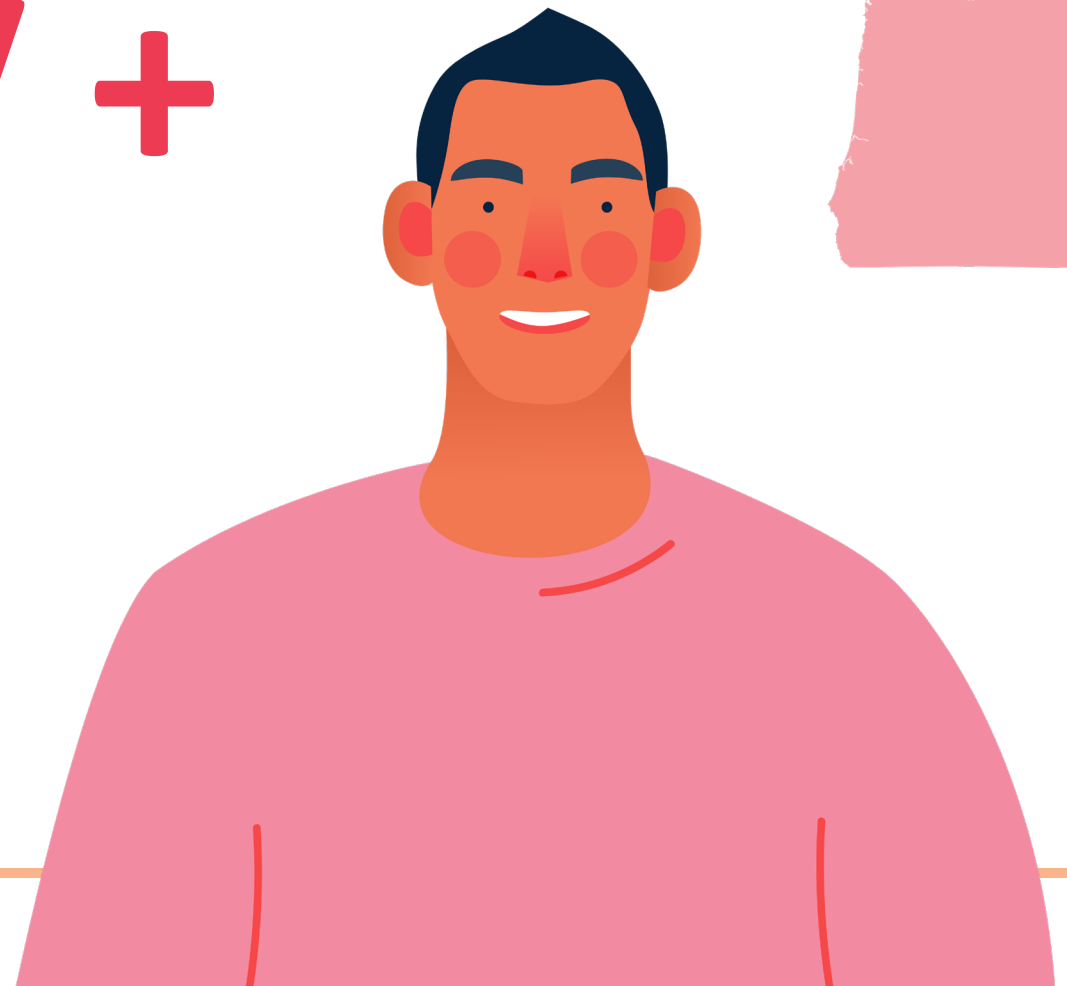
Introduction to CAREAssist

- CAREAssist is not an insurance program
- The mission of the CAREAssist program is to **improve the health** of Oregonians living with HIV by paying for insurance premiums and prescription and medical service copays

Eligibility overview

HIV +





Eligibility: HIV+

We must receive documentation from a medical provider of a

verified HIV diagnosis

Eligibility: Live in Oregon

Clients must reside in

Oregon

for a minimum of 6 months out of the year and may not be out of Oregon for more than 3 consecutive months

Eligibility: Income

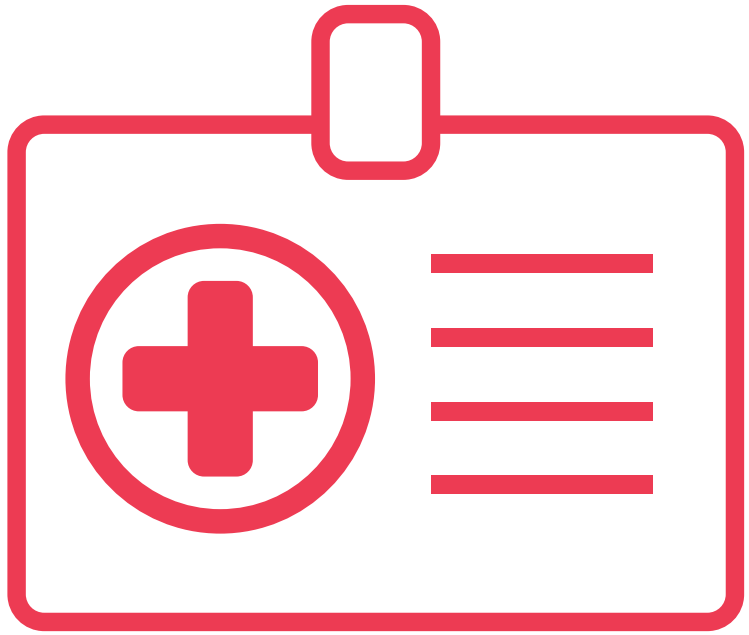
As of October 2021, client income must be at or below 550% of the

federal poverty level,

based on gross income and family size

Review the CAREAssist website for the current federal poverty level eligibility

Eligibility: Health insurance



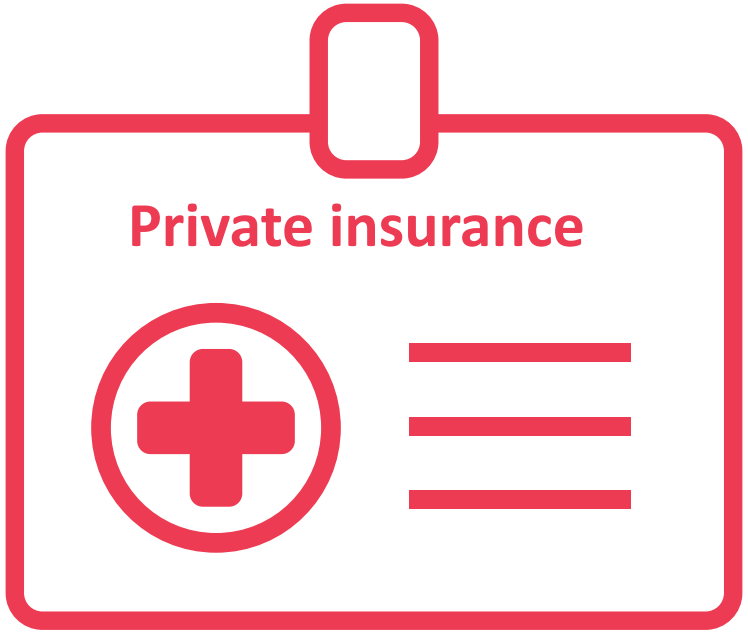
Client must have or be able to obtain

health insurance

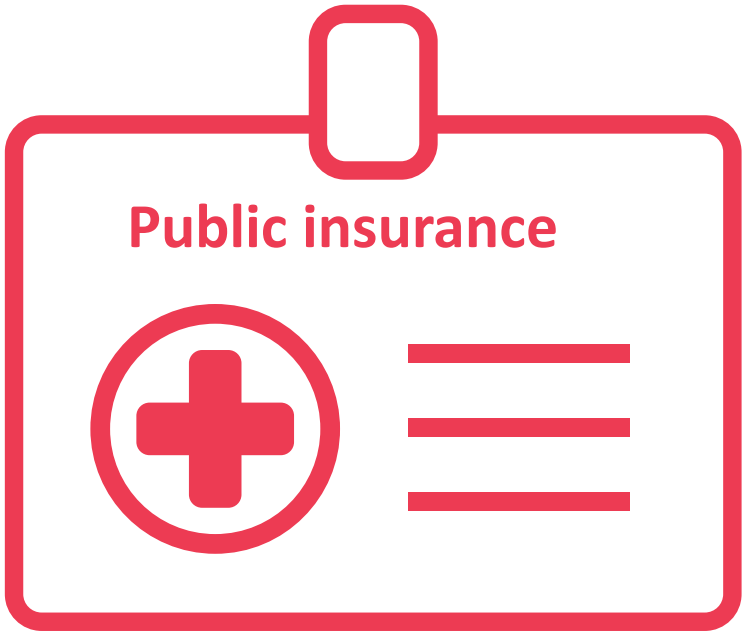
CAREAssist groups

Group 1:

For people who have health insurance purchased in or outside of the Health Insurance Exchange, group insurance through employers and Medicare Part D and Advantage plans.



CAREAssist groups



Group 2:

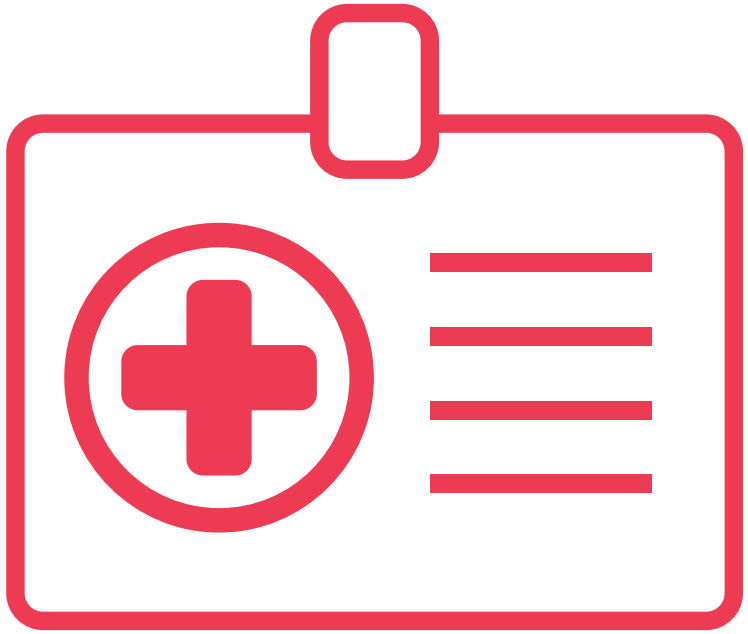
For people who have publicly supported health insurance, such as Oregon Health Plan (Medicaid) or the Veterans Administration (VA).

CAREAssist Services

- Insurance premiums
- Copays
- Medication
- Tobacco cessation
- Medical therapy management
- Uninsured
- Dental

Health insurance premiums

- Medicare Part D and Advantage Drug Plans
- Individual Policy
- Group Policy



Premiums: Medicare Part D & Advantage Drug Plans

- Medicare Part D and Advantage Drug Plans
- Individual Policy
- Group Policy

Medicare Part D and Advantage Drug Plans provide prescription drug coverage for individuals with Medicare.

Premiums: Individual policy

- Medicare Part D and Advantage Drug Plans
- Individual Policy
- Group Policy

If a client is ineligible for insurance under the Affordable Care Act, CAREAssist can help purchase insurance, referred to as an off the exchange plan.

Premiums: Group policy

- Medicare Part D and Advantage Drug Plans
- Individual Policy
- Group Policy

Group insurance is insurance provided through the client's employer, or through the employer of a spouse, partner or parent.

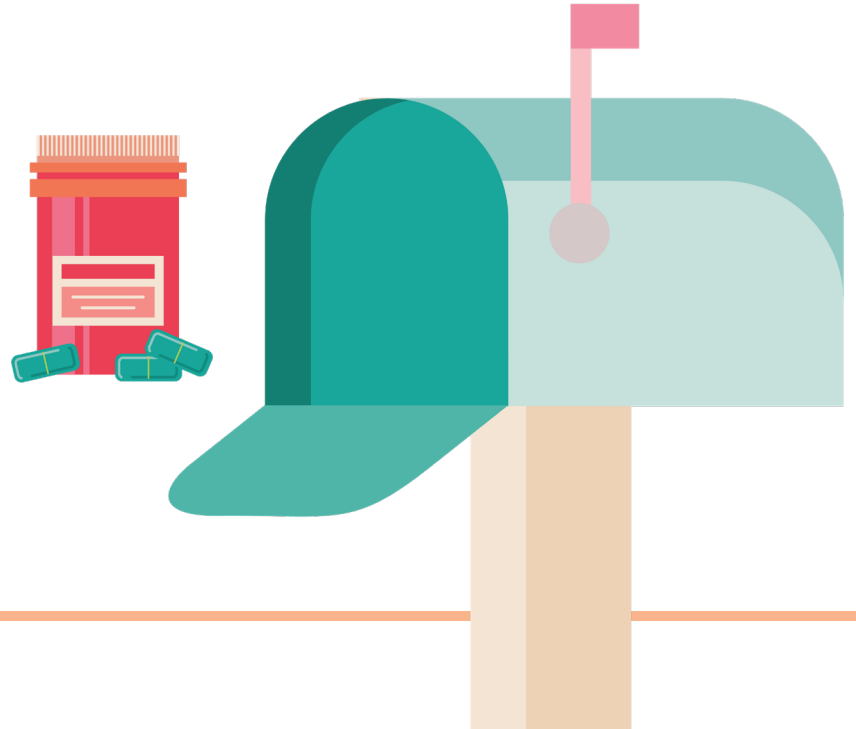
Copays

CAREAssist will pay deductibles, copayments and co-insurance, on covered medical services, not just those related to the treatment of HIV.

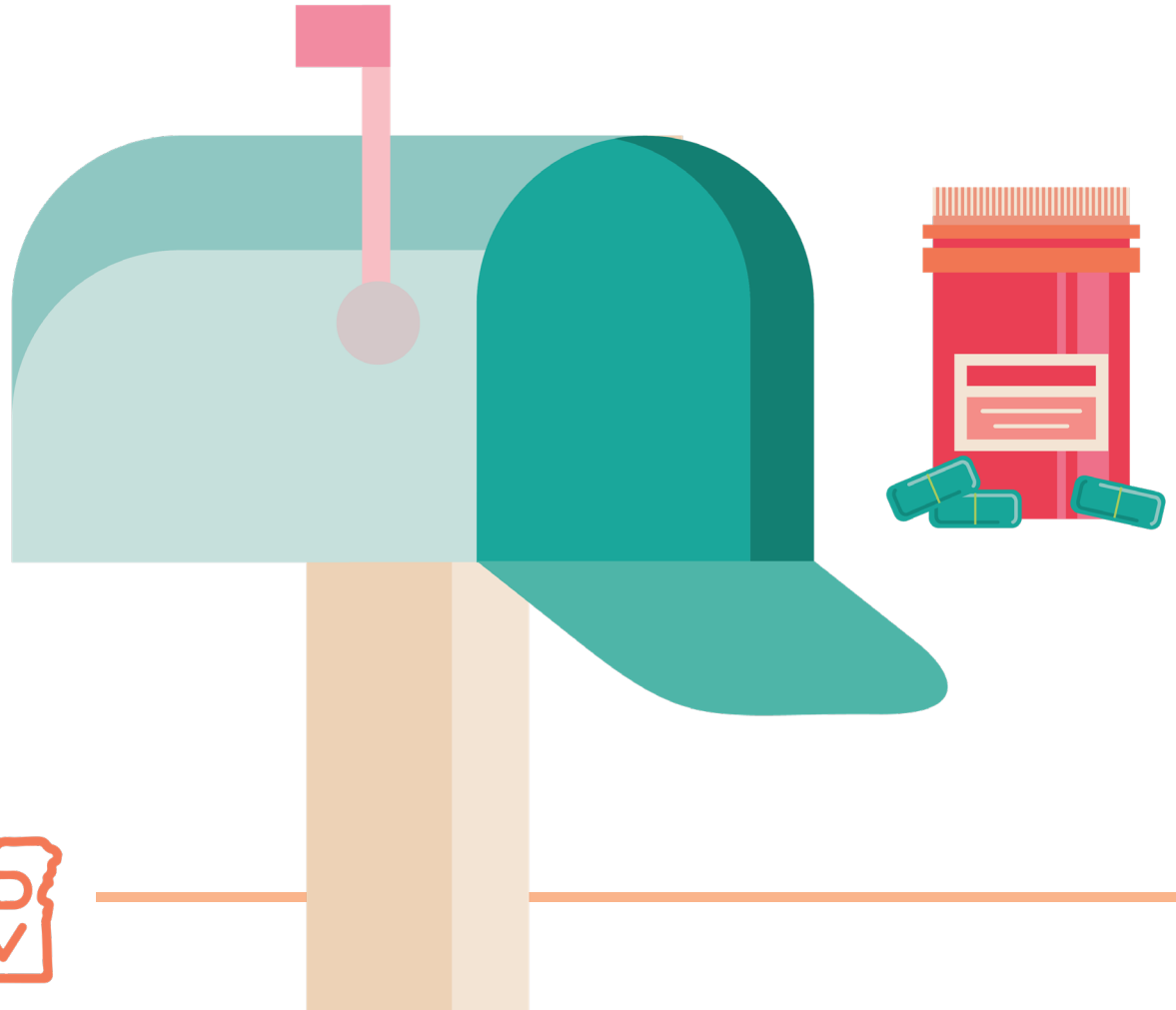
Clients should inform the provider that they are covered by CAREAssist and provide a copy of their CAREAssist card. The provider can usually bill CAREAssist directly.

Medications

Pharmacy locator



Medications: Mail order



By using the mail-order pharmacy, all medications (both HIV and non-HIV medications) will be conveniently mailed to a client's home or any other chosen location in Oregon.

Medications: Store based pharmacy

CAREAssist clients are also able to pick up medication at one of the CAREAssist Preferred store-based or retail pharmacies, also known as preferred, in-network, pharmacies.

Nicotine dependence treatment

Oregonians living with HIV are **more than twice** as likely to smoke compared to adults statewide

Nicotine dependence treatment services

- Counseling services
- Nicotine replacement therapy
- Prescribed medications for smoking cessation

http://caresssistorg.squarespace.com/

Medication Therapy Management

- Medication review
- Adherence counseling
- Medication for side effects

Uninsured programs

Uninsured Persons Program

Bridge program

Uninsured Persons Program

Uninsured Persons Program

- Provides access to limited medical services and formulary medications for persons who are unable to secure health insurance outside of open enrollment or a Special Enrollment Period

Bridge program

Bridge Program

Uninsured Persons Program

- Provides access to limited medical services and formulary medications for persons who are unable to secure health insurance outside of open enrollment

Bridge program

- Available for 30 days for persons who are uninsured. Provides for a 30-day fill of medications and specific CPT codes

Dental insurance

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

CAREAssist Dental Insurance

True/False

If a client is eligible for group coverage through an employer, they are required to take it.

A. True
B. False

True/False

A client uses a Safeway pharmacy that is a 30-minute drive from their home, for their HIV and mental health medications. Their doctor just prescribed them a short-term antibiotic for an infection. They'll have to go to their usual pharmacy to pick up the antibiotics even though there's a pharmacy just down the street from their doctor's office.

A. True
B. False

Matching

How do you think CAREAssist would count the following family size?

A. A legally married same sex couple that live together

B. Client who lives with a significant other

C. A non married couple who live together but are both legal guardians of a child who also lives with them

a. 1

b. 2

c. 3

Client responsibilities

- ✓Client eligibility review (CER)
- ✓Insurance eligibility
- ✓Billing information
- ✓Contact information

Client responsibilities: CER

Client Name: Client ID:

Oregon Department of Human Services **CAREAssist Client Eligibility Review**

Part 1: Applicant Information

	Information on file	Corrections
Full Legal Name:		
Soc. Sec. No.		
Gender:		
Nickname:		
DOB:		
Language:		

☐ Enter your initials if the above information is correct.

Part 2: Home Address

Important Note: Failure to provide current contact information will result in cancellation.

Address: _____

City: _____ State: ____ Zip: _____ County: _____

Are you currently homeless? Yes ☐ No ☐

Part 3: Mailing Address (if different from home address)

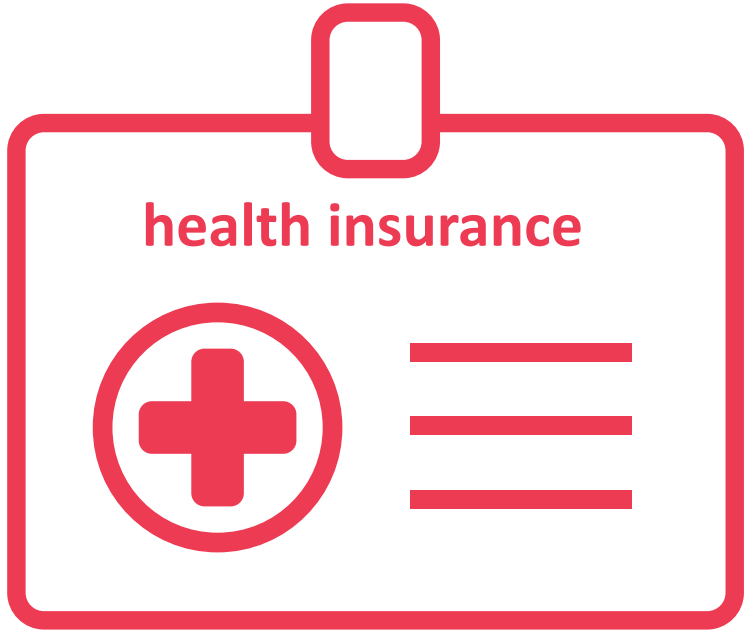
Address: _____

City: _____ State: ____ Zip: _____ County: _____

Clients are required to recertify their eligibility every six months

Client responsibilities: Insurance

Clients must notify the program immediately if their insurance changes, including eligibility for new insurance such as the Oregon Health Plan, COBRA, an employer policy or Medicare.



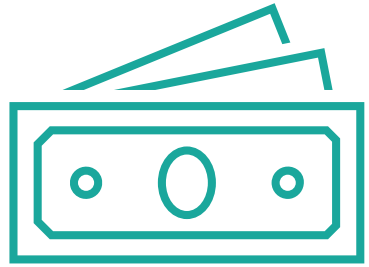
Client responsibilities: Billing

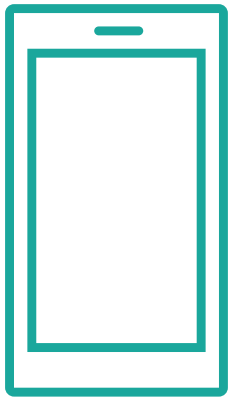
If a provider bills a client directly, they should mail their Explanation of Benefits and the bill to CAREAssist.

Client responsibilities: Contact info

Notify CAREAssist immediately of changes in:

- Mailing address
- Phone number
- Email
- Household income
- Household size
- Changes in insurance





Supporting clients on CAREAssist

- Part B Care Coordinators are expected to work in partnership with the CAREAssist program to ensure client's maintenance of health insurance and CAREAssist. Part B Care Coordinators can view current client eligibility review data online, including type of insurance and FPL through the Client Eligibility Verification Report on the website.

- For more information on expectations of Part B Care Coordinator refer to the most recent County and Regional Based Care Coordination Standards of Service.

Multiple choice

For which of the following situations should a client contact CAREAssist immediately?

A. Their contact information changes
B. Their income changes
C. Their insurance premium amount changes
D. They lose insurance because they lose their job
E. All of the above

Oregon Health Authority

CAREAssist

Oregon's AIDS Drug Assistance Program

Public Health Division > Diseases and Conditions > HIV, STD and Viral Hepatitis > HIV Care and Treatment > CAREAssist

CAREAssist

- CAREAssist
- Forms and Applications
- Recursos en Español
- Providers and Prescribers
- Case Managers
- Uninsured Persons
- Bridge Program
- Dental Insurance
- General Information
- Frequently Asked Questions
- Open Enrollment
- Clients
- Contact Us

COVID-19 Updates

Announcement: To support social distancing, the CAREAssist office is **closed to the public effective Monday, March 23, 2020.**
Please call 971-673-0144 or email care.assist@dhsoha.state.or.us for help with your case.
For more information about COVID-19 and HIV: Oregon Health Authority - HIV Care & Treatment
For more information: Oregon Health Authority - COVID 19 Updates

CAREAssist is Oregon's AIDS Drug Assistance Program (ADAP)

The Oregon Health Authority, CAREAssist Program, is responsible for the administration of Oregon's AIDS Drug Assistance Program (ADAP). CAREAssist provides access to life-saving medications used to treat Human Immunodeficiency Virus (HIV) and improve the overall health of people living with HIV who have limited resources or no health insurance coverage.

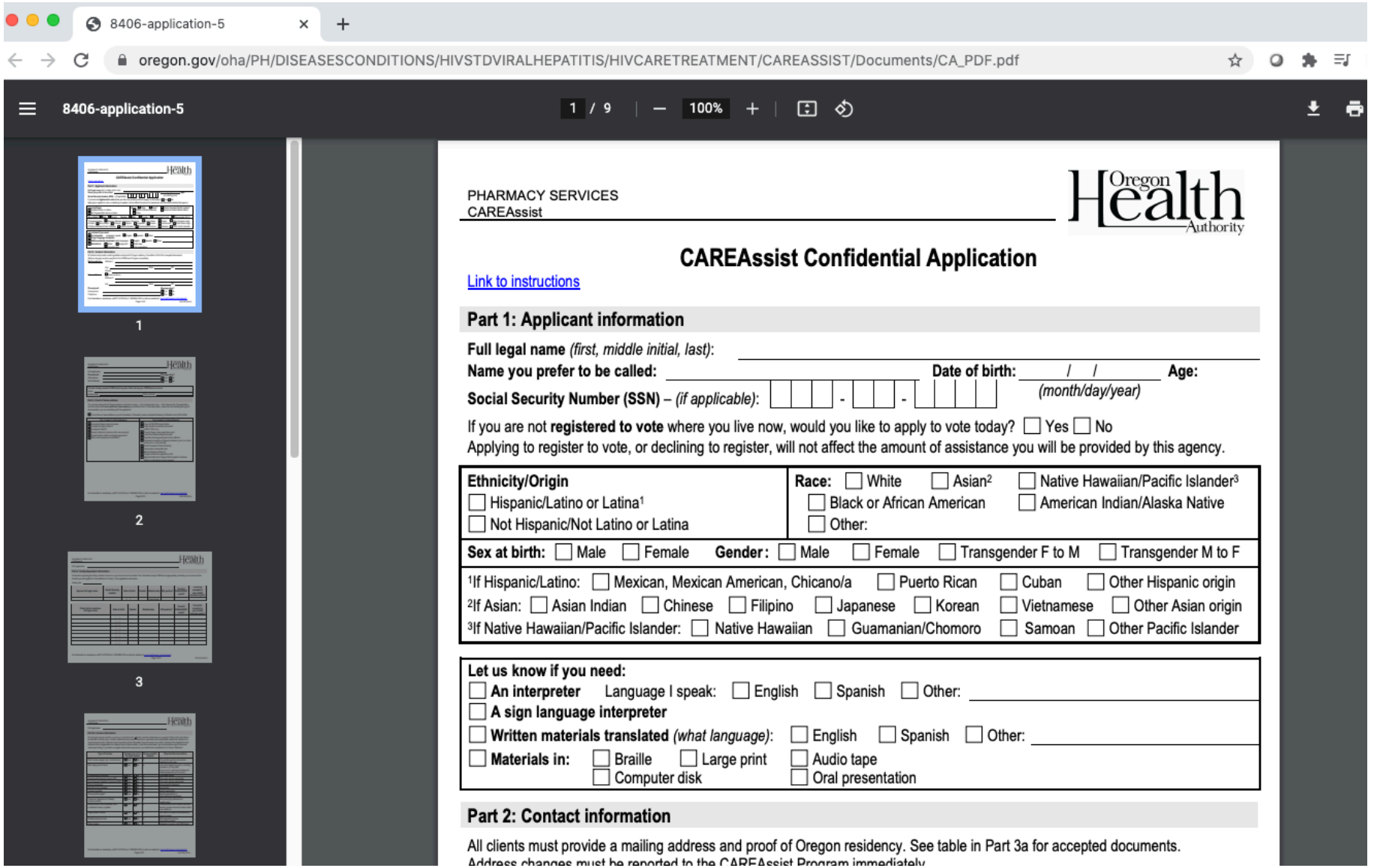
U=U
Undetectable= Untransmittable

In addition, CAREAssist supports community partners with End HIV Oregon and HIV prevention efforts across the State. Oregonians with HIV are living longer, healthier lives with the help of HIV medications. People who take daily HIV treatment, as prescribed, can maintain an undetectable viral load (meaning their HIV medications are working so well that there is an extremely low amount of virus in their blood). HIV positive people with an undetectable viral load have no risk of transmitting HIV to their sexual partners. To find out more, visit: Undetectable = Untransmittable on the Oregon Health Authority, HIV Prevention website.

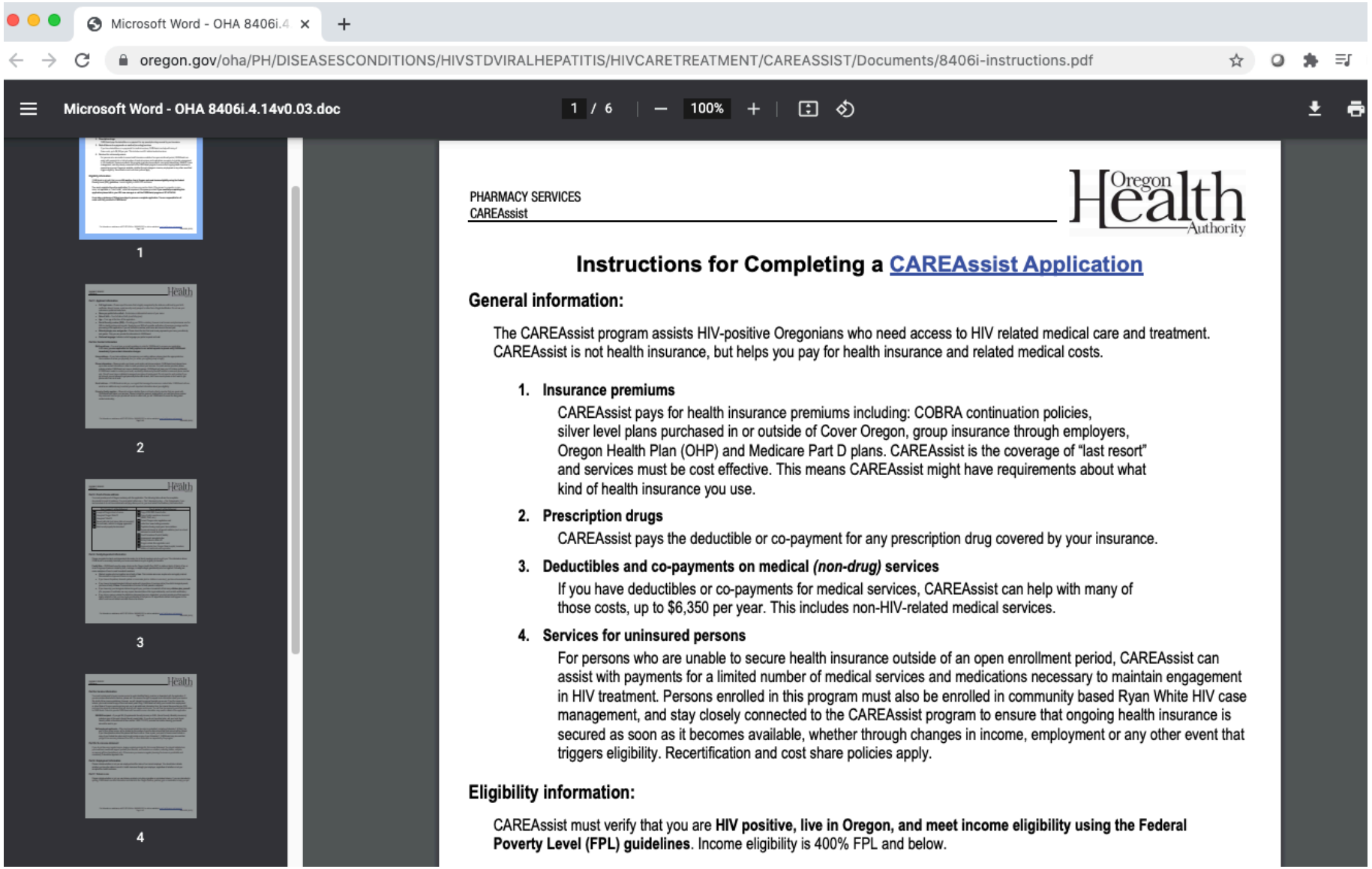
END HIV

CAREAssist

[CAREAssist Application]



Please read full instructions before [applying to CAREAssist]



Module overview

- Introduction and history
- Eligibility information
- Services
- Supporting clients on CAREAssist
- Client responsibilities
- Additional resources

Conclusion

Thank you!