

How to Use Our Program

Medical Case Management for HIV is funded in part by the **Ryan White Care Act**, a federal program to ensure people with HIV have access to care and treatment. You are eligible for Ryan White services if you meet **all** qualifications **and** provide the required eligibility documents twice each year.

Qualifications include:

- You are HIV+
- You live in Contra Costa County
- You demonstrate a need for services

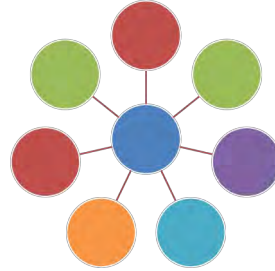
Eligibility for these services must be established and maintained in order to meet federal requirements

You are required to provide the following **upon enrollment** and **every six months** thereafter during a face-to-face meeting with your Medical Case Manager:

- Valid **Photo ID**
- Proof of **diagnosis** (only upon enrollment)
- Current **lab results** with T-Cell count and Viral Load (within 6 months)
- Proof of **residency** in Contra Costa County
- Proof of **income**
- Proof of **health insurance** (you may still be eligible if not insured. Speak with a Medical Case Manager).

Client Roles and Responsibilities

- Supply requested documentation in a timely manner 2 times per year
- Actively participate in the development of your care plan and work towards achieving the goals listed in it
- Keep your appointments with medical case manager and your doctor



Medical Case Manager Roles and Responsibilities

- Inform clients of available services
- Treat clients with respect and dignity
- Conduct client assessments twice a year
- Support each client in achieving the goals established in their care plan
- Inform client of all program policies, rules, and procedures
- Create an open environment where client opinions are valued
- Protect client confidentiality

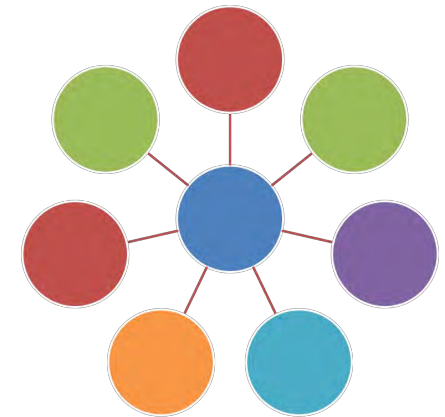


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**Contra Costa
County Health
Services**

Welcome to Medical Case Management



Our goal is to serve people living with HIV by connecting them to the resources they need to access medical care and remain healthy and independent

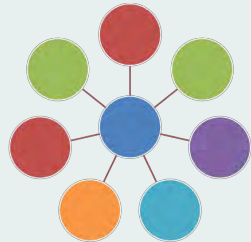
What is Medical Case Management?

Medical Case Management is a system in which Medical Case Managers provide comprehensive services and referrals to support positive health outcomes for persons living with HIV/AIDS.

Goals of Medical Case Management

To assist clients to:

- Improve **overall health and well-being**
- Keep **doctors appointments**
- Take **medications** regularly
- **Reduce the amount of HIV** in the body in order to improve health and reduce risk of transmitting HIV to others



Requirements for Medical Case Management

Medical Case Managers also help clients maintain eligibility for federally funded Ryan White services. Ryan White programs and services are **not an entitlement** but a resource of last resort based on **eligibility and demonstrated need**. Income limits apply.

Medical Case Managers can help you access the following services:

