

## 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



Contra Costa Health Services  
HIV/AIDS & STD Program  
597 Center Ave. Suite 200  
Martinez, CA 94553

Phone: 925-313-6771  
Fax: 925-313-6798  
[www.cchealth.org/aids/](http://www.cchealth.org/aids/)

**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:

