



Northeast Region Ryan White Handbook



Stronger with Knowledge



Child Care Services

Child care services are available for the purpose of attending medical visits, appointments, and/or meetings, groups, or training sessions.

Forms of child care services include:

- Licensed or registered child care center
- Informal child care provided by a neighbor, family member, or other person



Early Intervention Services (EIS)

Early Intervention Services include the following:

- Targeted HIV testing
- Referral to HIV care and treatment services
- Access to Outpatient Health Services
- Medical Case Management
- Substance Abuse Care



Emergency Financial Assistance

Emergency Financial Assistance provides limited one-time or short-term payments to assist with an urgent need for essential items or services necessary to improve health outcomes, including:

- Utilities
- Housing
- Food (including groceries and food vouchers)
- Transportation
- Medication (not covered by an AIDS Drug Assistance Program or AIDS Pharmaceutical Assistance)



Food Bank/ Home Delivered Meals

- Food items from a Food Bank
- Hot meals may be delivered (ex. Meals on Wheels program)
- Voucher programs to purchase food
- Personal hygiene products
- Household cleaning supplies





Health Education/ Risk Reduction

- Learning ways to reduce transmission
 - pre-exposure prophylaxis (PrEP) partners
 - continued treatment (REMEMBER!! undetectable = untransmittable)
- Reducing risks during pregnancy and transmission risks with breastfeeding
- Education on health care coverage options (e.g., qualified health plans through the Marketplace, Medicaid coverage)
- Health literacy (to gain a better understanding of HIV)
- Treatment adherence education (learning the importance of maintaining HIV treatment)



Health Insurance Premium & Cost Sharing Assistance

For low-income individuals, the following services are offered:

- Assistance with health insurance premiums
- Pharmacy benefits that provide a full range of HIV medications
- Paying dental insurance premiums
- Paying cost sharing



Home & Community-Based Healthcare

Home and community-based health services are provided to a client living with HIV in an integrated setting, based on a written plan of care.

Services may include:

- Appropriate mental health, developmental, and rehabilitation services
- Day treatment or other partial hospitalization services
- Durable medical equipment
- Home health aide services and personal care services in the home



Home Health Care

Home Health Care is providing services in the home and are performed by licensed providers and professionals.

This includes:

- Home health aide services
- Skilled nursing care
- Administration of prescribed therapeutics (e.g. intravenous and aerosolized treatment, and parental feeding)
- Preventive and specialty care
- Wound care
- Routine diagnostics testing





Hospice Services

Hospice Services are end-of-life care services in the terminal stage, of an HIV-related illness, including:

- Mental health counseling
- Nursing care
- Palliative therapeutics
- Physician services
- Room and board



Housing Services

Housing provides assistance to enable one to maintain HIV treatment, prevent homelessness, and to gain or maintain access to medical care.

Housing services include:

- Transitional housing
- Short-term housing
- Emergency housing assistance
- Individualized housing plans
- Housing referral services
- Housing searches
- Placement
- Housing advocacy



Linguistic Services (Translation & Interpretation)

Interpretation and translation services, both oral and written, will be provided by qualified linguistic services providers as a component of HIV service delivery between the healthcare provider and the client.



Medical & Non-medical Case Management

Case Management service is focused on improving health outcomes in support of HIV care. The coordination and follow-up of medical treatments is a component of medical case management. Case management includes the provision of treatment adherence counseling to ensure readiness for, and adherence to, complex HIV / AIDS treatments.

Case Management services include:

- Initial assessment of needs
- Development of a comprehensive, individualized service plan
 - Creating long and short-term goals
- Assistance with accessing medical and support services
 - This includes social support, community resources, legal assistance, financial support, employment assistance, and vocational assistance
- Accompaniment to medical visits
- Benefits counseling
- Eliminating barriers to treatment
- Advocacy
- Home visits
- Monitoring adherence to HIV treatment





Medical Nutrition Therapy

Medical Nutrition Therapy, including nutritional supplements can be provided. The provision of food may be provided contingent upon physician's recommendation, and a nutritional plan developed by a licensed registered dietitian.



Medical Transportation Services

Medical Transportation is available to provide non-emergency transportation services to access medical and/or service appointments.

- Car or Van (mileage reimbursement)
- Public transit (tokens, pass)
- Contracts with providers of transportation
- Taxi cab or ride sharing companies (such as Uber, Lyft, etc.)



Mental Health Services

Mental Health Services are based on a treatment plan, conducted in outpatient groups or individual sessions, and are provided by mental health professionals licensed in Pennsylvania.

Mental Health Services include:

- Outpatient psychological and psychiatric screenings
- Assessment
- Diagnosis
- Treatment
- Counseling services



Other Professional Services (Legal, Reunification, & Tax Preparation Services)

Services Include:

- Assistance with public benefits such as Social Security Disability Insurance (SSDI)
- Interventions necessary to ensure access to eligible benefits, including discrimination or breach of confidentiality litigation
- Preparation of: healthcare power of attorney, durable power of attorney, and a living will
- Permanency planning to help make decisions about the placement and care of minor children after their parents/caregivers are deceased or are no longer able to care for them, including: Social service counseling or legal counsel regarding the drafting of wills or delegating powers of attorney and preparation for custody options for legal dependents including standby guardianship, joint custody, or adoption
- Income tax preparation services to assist clients in filing Federal tax returns that are required by the Affordable Care Act for all individuals receiving premium tax credits





Oral Health Care

Oral Health Care services provide outpatient diagnostic, preventive, and therapeutic services by dental health care professionals, including general dental practitioners, dental specialists, dental hygienists, and licensed dental assistants.

Oral Health Care services can be offered every 6 months. Covered services include the following:

- Check-up/routine examinations
- Full dentures
- Full mouth x-rays
- Crowns and caps
- Bite wing x-rays
- Oral surgery
- Scaling/root planning
- Simple filling of cavities
- Amalgam restoration
- General cleaning
- Resin restorations
- Oral lesion biopsies
- Extractions
- Removable dentures
- Dental implants (funded only when medical necessity is documented by the oral healthcare provider)



Outpatient/Ambulatory Health Services

Outpatient/Ambulatory Health Services provide diagnostic and therapeutic-related activities in an outpatient medical setting.

Outpatient medical settings may include:

- Clinics
- Medical offices
- Mobile vans
- Telehealth technology
- Urgent care facilities



Psychosocial Support Services

Psychosocial support services provide group or individual support and counseling services to address behavioral and physical health concerns.

These services include:

- Bereavement counseling
- HIV support groups





Referral for Health Care/Supportive Services

This service includes referrals to obtain access to other public and private programs such as:

- Medicaid
- Medicare Part D
- PA Special Pharmaceutical Benefits Program (SPBP)
- Pharmaceutical Manufacturer's Patient Assistance Programs
- Other state or local health care and supportive services
- Health insurance Marketplace plans



Rehabilitation

Rehabilitation Services provide HIV-related therapies intended to improve or maintain quality of life and optimal capacity for self-care on an outpatient basis.

Rehabilitation Services include:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Vocational Therapy



Respite Care

Respite care is periodic, non-continuous care in a community or home-based settings. This service provides non-medical assistance to relieve the primary caregiver responsible for the day-to-day care of an adult or minor living with HIV.



Substance Abuse Services

Outpatient or Inpatient (Residential) treatment including:

- Screening
- Assessment
- Diagnosis
- Treatment of substance use disorder, including:
 - o Pretreatment/recovery readiness programs
 - o Harm reduction
 - o Behavioral health counseling
 - o Drug-free treatment and counseling
 - o Medication assisted therapy
 - o Psychiatric Medication
 - o Relapse prevention
 - o Acupuncture therapy
 - o Detoxification (Inpatient treatment)





Clients and their families/caregivers have the right to voice **complaints** or **concerns** regarding services or lack of services without discrimination or reprisal.

Client complaints and concerns are investigated and resolved as completely and promptly as possible. All complaints/concerns will be investigated within five working days of their receipt, following the confidentiality guidelines of **HIPPA** and **Act 148**.

If you have any complaints or concerns, please refer to the **Grievance Policy** provided during your Medical Case Management intake. If you do not have a copy of the Grievance Policy, contact your providing agency to obtain one, and follow the procedures outlined.

The Wright Center

111 N. Washington Ave.
Carina Havenstrite-Director of Case Management
570-591-5140

Wyoming Valley AIDS Council

330 Bowman St. #1
Wilkes-Barre, PA 18702
570-718-1816

Caring Communities

67-69 Public Square, Suite 508
Wilkes-Barre, PA 18701
Alison Berger-Case Management Supervisor
570-829-2700

In situations where a complaint is not resolved to the satisfaction of the client/family/caregivers, they can contact the **United Way of Wyoming Valley**. All grievances will be written, dated & signed. The staff member receiving the complaint, concern or problem will complete a Grievance Report and forward the report to the Quality Assurance Specialist. The report/incident will be discussed with the relevant staff/individuals involved and every effort will be made to resolve the issue. Once resolved, the resolution will be noted on the Grievance Report.

United Way of Wyoming Valley

Amanda Ruggiero-Quality Assurance/Data Analyst
100 North Pennsylvania Avenue, 2nd Floor
Wilkes-Barre, PA 18701
570-829-6711

If, after contacting your providing agency and the United Way of Wyoming Valley, your complaint, concern, or problem continues to go unresolved, clients can contact a Customer Service Representative from the **Special Pharmaceuticals Benefits Program**.

Special Pharmaceuticals Benefits Program

Customer Service
1-800-922-9384



24/7 Crisis & Suicide Resources

National Suicide Prevention Lifeline: Call 1-800-273-TALK (8255)
<https://suicidepreventionlifeline.org>

National Alliance on Mental Illness Crisis Text Line: Text NAMI to 741-741
<https://www.nami.org>

National Domestic Violence Hotline: Call 1-800-799-SAFE (7233)
<https://www.thehotline.org>

National Sexual Assault Hotline: Call 1-800-656-HOPE (4673)
<https://www.rainn.org>

Substance Abuse and Mental Health Services Administration(SAMHSA) Hotline: Call 1-800-662-HELP (4357)
<https://www.samhsa.gov>

TrevorLifeline (LGBTQ Crisis/Suicide): Call 1-866-488-7386
<https://www.thetrevorproject.org>

Trans Lifeline (Trans Crisis/Suicide): Call 1-877-565-8860
<https://www.translifeline.org>

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Northeast Region | HIV Program



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