



Northeast Region Ryan White Handbook

Stronger with Knowledge



CHILD-CARE SERVICES

Child-care services are available for the purpose 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

- Targeted HIV testing
- Referral services
- Access and linkage to HIV care and treatment
- Outreach and Health Education/Risk Reduction





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 (electric bill, water bill, etc.)
- Housing (excludes mortgage payments)
- Food (including groceries and food vouchers)
- Transportation
- Medication



FOOD BANK/ HOME DELIVERED MEALS

- Actual food items or food vouchers
- Hot meals
- Home-delivered meals
- Personal hygiene products
- Household cleaning supplies
- Nutritional supplements



HEALTH EDUCATION/RISK REDUCTION

- Learning ways to reduce transmission
- Reducing risks during pregnancy and transmission risks with breastfeeding
- Education on health care coverage options
- Health literacy
- Treatment adherence education



HEALTH INSURANCE PREMIUM AND COST SHARING ASSISTANCE

- Assistance with health and/or dental insurance premiums
- Assistance with cost-sharing





HOME AND COMMUNITY-BASED HEALTH SERVICES

- Specialized care: appropriate mental health, developmental, and rehabilitation services
- Day treatment and/or other 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.

- Administration of prescribed therapeutics
- Preventive and specialty care
- Wound care
- Routine diagnostic testing administered in the home
- Other medical therapies



HOSPICE SERVICES

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

- 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
- Housing referral services
- Housing searches/advocacy





LINGUISTIC SERVICES (Translation and Interpretation)

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



MEDICAL CASE MANAGEMENT

Medical Case Management services focus 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 treatments.

Medical Case Management services can include:

- Initial assessment of needs
- Development of a comprehensive, individualized service plan
- Assistance with accessing medical and support services such as:
 - Social support
 - Community resources
 - Legal assistance
 - Financial
 - Employment
 - Vocational
- Accompaniment to medical visits
- Benefits counseling
- Advocacy
- Home visits
- Telehealth



MEDICAL NUTRITION THERAPY

Medical Nutrition Therapy is provided based on a referral and nutritional plan developed by a registered dietitian or other licensed nutritional professional.

This service includes:

- Nutrition assessment and screening
- Dietary/nutritional evaluation
- Food and/or nutritional supplements per medical provider's recommendation
- Nutrition education and/or counseling



MEDICAL TRANSPORTATION SERVICES

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

- Gas cards
- Public transit (bus passes)
- Taxi cab or ride sharing companies (e.g., 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
- Individual and group counseling services



NON-MEDICAL CASE MANAGEMENT

Non-medical case management provides guidance and assistance in accessing medical, social, community, legal, financial, and other needed services. Non-medical case management services do not involve coordination and follow up of medical treatments.



ORAL HEALTH CARE

Oral Health Care services include, but are not limited to:

- Check-up/routine examinations
- Full dentures
- Full mouth x-rays
- Crowns and caps
- Oral surgery
- Filling of cavities
- General cleaning
- Extractions
- Dental implants



OTHER PROFESSIONAL SERVICES (Legal, Reunification, and Tax Preparation Services)

- 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
- Income tax preparation services
- Criminal record expungement



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
- 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
- Individual counseling
- Nutrition counseling
- Pastoral care/counseling services



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



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





RESPIRE CARE

Respite care is periodic, non-continuous care in 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 residential treatment including:

- Treatment of substance use disorder, including:
 - Pretreatment/recovery readiness programs
 - Harm reduction
 - Behavioral health counseling
 - Drug-free treatment and counseling
 - Medication assisted therapy (MAT)
 - Relapse prevention

GRIEVANCE PROCEDURES

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 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 provider agency to obtain one, and follow the procedures outlined.

Stay on top of the latest HIV news and receive tips on how to manage HIV and take care of yourself! Please visit our website www.northeastpahiv.org or contact Amanda Ruggiero to subscribe to our monthly newsletter.

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570-270-9110

OUR PROVIDERS

Caring Communities

20 North Laurel Street, Suite 2B
Hazelton, PA 18201
(570) 829-2700

60 Public Square, 7th Floor
Wilkes-Barre, PA 18707
(570) 829-2700

The Wright Center

501 South Washington Street
Scranton, PA 18505
(570) 941-0630

Wyoming Valley AIDS Council

426 Airport Beltway, Suite 130
Hazleton Township, PA 18202
(570) 459-6030

201 Franklin Avenue, 3rd Floor
Scranton, PA 18503
(570) 800-7465

The Warner Complex
1 Kim Avenue, Suite 3
Tunkhannock, PA 18657
(570) 996-6555

330 Bowman Street, Suite #1
Wilkes-Barre, PA 18702
(570) 823-5808

250 Old River Road, Suite C
Wilkes-Barre, PA 18702
(570) 852-5875

Xceed Center
57-59 North Main Street, Suite 200
Wilkes-Barre, PA 18702
(570) 821-0250



CRISIS & SUICIDE RESOURCES

988 Suicide & Crisis Lifeline:

Dial 988 (crisis services available 24/7)

<https://988lifeline.org/>

National Alliance on Mental Illness Crisis Text Line:

Call 1-800-950-6264 or text "HELPLINE" to 62640

<https://www.nami.org>

National Domestic Violence Hotline:

Call 1-800-799-SAFE (7233) or text "START" to 88788

<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>

Trans Lifeline (Trans Crisis/Suicide):

Call 1-877-565-8860

<https://www.translifeline.org>

TrevorLifeline (LGBTQ+ Crisis/Suicide):

Call 1-866-488-7386 or text "START" to 678-678

<https://www.thetrevorproject.org>





Northeast Pennsylvania
Regional HIV Services

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