



Southwest CARE Center Programs and Services

*Funded in part by US Health and Human Services, Health Resources and Services Administration-HIV/AIDS Bureau,
and the New Mexico Department of Health*

Dear Client:

Welcome to the first edition of the Southwest CARE Center Program and Services Manual. This manual was developed by all departments at Southwest CARE Center (SCC) and we are hopeful that it will be a useful tool with which to navigate our comprehensive care system.

After thirteen years of serving the HIV-positive community of New Mexico, we are proud to announce the opening of the Pharmacy at Southwest CARE Center. With this new service in place at SCC, we are able to expand our AID & Comfort program to help with medication costs and other HIV-related medical expenses.

In this manual, you will find helpful information explaining the background, eligibility criteria, and scope of the services that we provide. Please take a few minutes to look through the manual to become familiar with the sections that may affect you and the particular services that you receive at SCC. Please hold on to this manual so that you can refer back to it, as needed, in the future. You may also find the latest version of this manual on our website at www.southwestcare.org

Some of our programs have changed significantly, either due to federal requirements following our January, 2008, site visit, or for practical reasons as the number of people served at SCC steadily increases. For each section of the manual there is a contact listed, so if you have further questions you will know whom to call. The manual will be updated annually.

Many of the programs offered at SCC are based on income eligibility. Listed below are the 2008 Federal Poverty Guidelines (FPG)*, which will be referred to many times throughout the manual. Please familiarize yourself with this table as it does affect the services for which you are eligible.

FPG (2008)	Income Level
1-100%	(up to \$10,400)
101-200%	(\$10,401 - \$20,800)
201-300%	(\$20,801 - \$31,200)
301-400%	(\$31,201 - \$41,600)
400%+	(\$41,601 and up)

**Please note that at the time of publication, the 2009 Federal Poverty Guidelines were not available and that a slight increase in income-level eligibility criteria is expected for 2009.*

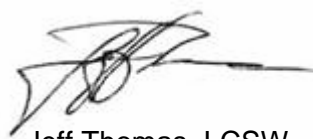
The entire staff at SCC is committed to providing the highest quality HIV care. If you have questions about specific programs, you may call the appropriate contact listed. Some of the programs and services may or may not apply to your individual care.

We look forward to serving you in 2009 and appreciate your choice of Southwest CARE Center as your HIV service provider.

Sincerely,



Trevor Hawkins, MD
Medical Director



Jeff Thomas, LCSW
Executive Director

Clinic Guidelines

Southwest CARE Center (SCC) provides a welcoming environment in which everyone can feel comfortable. We are happy you have chosen SCC for your services. Please help us maintain that environment by following SCC's guidelines.

CONFIDENTIALITY:

- Federal law requires us to keep your personal information confidential. We take your privacy and confidentiality seriously. Please discuss confidential information with your care provider in the privacy of his or her office.
- ***If confidentially is breeched, the matter will be addressed and actions taken.***

RESPECT:

- It is important that we work together in a mutually respectful manner. Please be courteous to other clients and staff. This mutual respect is also expected to extend outside of Southwest CARE Center when staff is engaged in work-related and professional capacities at meetings, committees, groups, etc.
- ***Discourteous, demanding, and/or other rude behavior from staff or clients is not acceptable and will not be tolerated. If you have a complaint against a staff member, a grievance procedure is available to you. Such behavior from clients may result in disenrollment from SCC.***

DRUG-, ALCOHOL-, AND WEAPON-FREE:

- For safety reasons, please come to your appointments sober and without weapons.
- ***If you show up under the influence of drugs or alcohol we will ask for your keys and make arrangements to get you home safely, which may include calling the police. Weapons will not be tolerated under any circumstance and you will be asked to leave the building.***

APPOINTMENTS:

- Late arrivals can cause clients and staff to run behind. Please come to your appointment on time.
- ***If you arrive 15 minutes late we will reschedule your appointment for another time. We go by our clock, so please adjust your timepiece if necessary.***

WALK-INS:

- Please take the time to schedule an appointment.
- ***Walk-ins might not be seen and may be given a scheduled appointment or referred to an urgent-care facility or emergency room as needed.***

CANCELLATIONS/NO SHOWS:

- Please call at least 24 hours before your scheduled appointment with any department if you cannot make it.
- ***If you miss more than one appointment, you may be billed for your missed appointment.***

FRAGRANCE-FREE:

- Out of respect for clients and staff who are chemically sensitive, please come to the clinic without wearing any perfume, cologne, scented oils, or other scented products.
- ***If you wear scented products into the clinic, you may be rescheduled and/or asked to leave.***

NO CELL PHONE USE:

- Cell phone use can interfere with communication between and among clients and staff. Please turn your cell phone **off** before entering the building.
- ***If your cell phone rings or you take a call, you will be asked to turn your phone off or to take your call outside.***

SERVICE ANIMALS ONLY:

- While we love pets, we ask that you please not bring them with you to your appointment out of respect to clients and staff who have allergies.
- ***Bringing a pet into the building will result in your being asked to leave and rescheduling your appointment if necessary.***

Health Management Alliance

The New Mexico Department of Health (NMDOH), Infectious Disease Bureau, initiated an innovative approach to HIV care in New Mexico because of the need to reduce rising costs, the development of expensive new treatments, and the changing profile of people living with HIV.

On July 1, 1997, the Department of Health designated four regional HIV specialty-care agencies called the Health Management Alliance (HMA). Each HMA brings all area HIV-related services together to create a comprehensive continuum of care. The goals of the HMA system are to reduce gaps in service, lower the utilization of the more expensive services associated with disease progression (e.g., hospitalization, emergency-room visits, and home health care), and to provide accessible care in a timely fashion.

Each HMA is organized in response to the special needs of its geographic region and the unique demographics of the people it serves. A statewide HMA to serve Native Americans was created in 1999. The HMAs are funded to provide, directly or by referral, medical care, medical case management, social-work services, home health care, mental-health and substance-abuse services, and practical support, including housing assistance, food bank, travel reimbursement, and volunteer services. The HMA system of care has extended lives and improved the quality of life of those living with HIV.

Eligibility:

- Provide proof of HIV status (**HIV-related lab results or copies of any medical records**)
- Provide proof of New Mexico state residency (**NM driver's license, utility bill in your name, a local residential lease agreement, deed of house, or a NM ID card**)
- Provide proof of annual household income (**three current and consecutive pay stubs, tax returns, or a Social Security award letter**)
- Income eligibility that is below 400% of the Federal Poverty Guidelines

FPG Percentage	FPG(2008)
<100%	(up to \$10,400)
101-200%	(\$10,401 - \$20,800)
201-300%	(\$20,801 - \$31,200)
301-400%	(\$31,201 - \$41,600)

Accessing HMA Enrollment Assistance:

If you are interested in learning more about HMA enrollment at SCC, or if you'd like to set up an intake appointment, please contact our Front Desk operators at 888-320-8200 x 0 and ask to speak to the Director of Social Work. Once enrolled in the HMA, you will be required to complete biannual eligibility paperwork and an individual service plan with your case manager to remain enrolled in services. It is very important that you complete your required paperwork prior to your re-enrollment date. Failure to do so will result in the loss of benefits, which may include:

Medical case management	Health education/risk reduction
Counseling services	Housing services
Practical support services	Translation and interpreter services
Insurance premium assistance	Substance abuse services
Medication co-pay assistance	Treatment adherence counseling
Travel reimbursement	Emergency financial assistance

Please contact your medical case manager to determine your re-enrollment date.

Contact: Director of Social Work (x1018) or your medical case manager.

Medical Case Management

Medical Case Management provides a range of client-centered services that link clients with health care, psychosocial support, and other services. The coordination and follow-up of medical treatments is a key component of medical case management. These services ensure timely and coordinated access to HIV-related medical and support services through ongoing assessment of the client's needs and the needs of partners, family members, or friends involved in his/her care. Medical case management includes the provision of treatment-adherence counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments.

The foundation for providing comprehensive medical case management services at SCC is the Multi-Disciplinary Team (MDT) approach. The MDT consists of the client, medical provider, nurse, counselor, medical case manager, supportive services coordinator, and may include a psychiatrist, peer advocate, home health nurse, or other pertinent people specific to the client's needs.

Each client benefits from the experience and expertise of an entire team of professionals who work closely with the client and one another. Staff members are able to interact with a client and develop an understanding of the client's strengths, needs, concerns, and challenges. Throughout the process, SCC staff maintains a commitment to client confidentiality. The unique MDT approach provides a powerful knowledge base to develop plans for care, promote wellness, and support treatment adherence.

The MDT interacts on an ongoing basis according to the client's needs. There is a weekly MDT meeting that provides SCC staff with an opportunity to discuss specific clients and to coordinate care. The meeting is also a time when treatment issues that are a part of ongoing care can be discussed.

Key Medical Case Management activities include:

Initial assessment of service needs

Development of a comprehensive, individualized service plan

Coordination of services required to implement the plan

Periodic re-evaluation and adaptation of the plan as necessary over the course of the client's enrollment

Client-specific advocacy and/or review of utilization of services

Behavioral health counseling by licensed mental-health professionals is also available. Areas of counseling may include, but are not limited to, dealing with a recent HIV diagnosis; adapting to HIV/AIDS; mental and emotional distress; grief and loss; trauma; career development and workforce re-entry; substance use/abuse; relationship issues; and gender identity issues.

Contact: Director of Social Work (x1018) or your medical case manager.

Medical Services

At SCC, our medical program offers patients an opportunity to receive outstanding HIV-specialty and primary care in a holistic, respectful, supportive environment. The guiding principle of the SCC medical program is that the client is the most vital member of the Multi-Disciplinary Team (MDT). Central to SCC's model, is an individualized treatment plan developed with the client and tailored to the individual's lifestyle and needs.

- The doctor, nurse practitioner, or physician's assistant is responsible for designing a treatment plan with the client that promotes health. SCC's medical providers are HIV specialists who also place significant emphasis on the importance of primary health care. When a client is considering beginning HIV therapy, the provider will discuss the goals of treatment with the client, explaining the importance of adherence and acknowledging the potential challenges to adherence. The provider will discuss potential side effects and will enlist the client as a partner in the implementation of the treatment plan. The provider will also integrate the client's beliefs about complementary therapies and the potential impact those therapies can have on HIV and primary health.
- The nurse is responsible for supporting the client through education and helping the client address specific needs related to his/her primary health care and HIV specialty care. This can involve educating clients about their HIV medication regimens or helping them develop a better understanding of health maintenance. Nurses at SCC are considered HIV specialty nurses, and are able to understand the unique needs and challenges faced by our clients.
- The client at SCC is responsible for participating in his or her care by communicating with members of the medical staff about his/her beliefs, needs, and concerns. Treatment plans are developed with an emphasis on wellness and prevention, with the client being the key to that process.

Patient Responsibilities:

- Provide proof of HIV status on entry to the program.
- Participate in the development of the treatment plan.
- Have labs drawn and attend medical appointments as determined by the treatment plan, but no less than every six months.

The Pharmacy at Southwest CARE Center

The Pharmacy at Southwest CARE Center will offer a full range of medications, including HIV and non-HIV medications. In other words, with very few exceptions, medications that clients have been getting through the Department of Health Pharmacy, Fraser Medical Center, or any other community-based pharmacy will now be available at SCC. Any person who receives his or her medical care at SCC, and whose insurance allows it, is eligible to use the Pharmacy at SCC. This includes clients with New Mexico Medical Insurance Pool (NMMIP) insurance who have received medications from the New Mexico Department of Health (NMDOH) Pharmacy in the past.

The Pharmacy at SCC will also offer a full range of services, including mail-order (for patients who live outside of Santa Fe), with the aim of allowing patients to use a single pharmacy for all of their prescription needs. The Pharmacy at SCC will offer specialty HIV pharmacy services, with the added benefit of having a single pharmacy manage the client's HIV and primary-care medication needs.

The Pharmacy at SCC will provide close coordination with the medical providers, and the pharmacist will be a vital member of the MDT. Using the latest technology, the pharmacist and medical provider will be able to communicate closely to identify potential medication interactions and avoid potential unintended side effects.

Finally, the income generated by the Pharmacy at SCC will be used to help support the continuum of services offered by SCC. We encourage clients to use our pharmacy as a way of supporting SCC programs. In an uncertain political and financial climate, it is important for SCC to develop ways to diversify our funding base, making the program less reliant on outside funding streams.

AID & Comfort and the Pharmacy at Southwest CARE Center

Clients who use the AID & Comfort program (A&C) will need to obtain their medications from the Pharmacy at SCC in order to receive the maximum benefit. Clients who chose not to use the Pharmacy at SCC but wish to utilize the A&C benefit will still be eligible for partial benefits.

For clients who earn over 400% of Federal Poverty Guidelines (\$41,601 or more for 2008):

- When you use the Pharmacy at SCC, A&C will cover 50% of your co-pay.

For clients who earn less than 400% of Federal Poverty Guidelines (less than \$41,601 for 2008):

- You will be billed your A&C co-pay(s) monthly when you use the Pharmacy at SCC.
- If you use an outside pharmacy, including Fraser Med Center, you will have to pay your co-pay(s) when you pick up your medications and submit your receipts for 50% reimbursement.

Contact: Pharmacy line at 989-8134 or 989-8154.

Research

At SCC, we are committed to providing our clients with the highest quality medical services, as well as helping to contribute to the body of knowledge that informs cutting-edge HIV care. We have a dedicated research team that has established a reputation nationally and internationally. The research team makes it possible for us to continue to participate in industry-sponsored clinical drug trials to provide patients with access to potentially life-saving treatments. The team also develops investigator-initiated programs that explore treatment issues in Food and Drug Administration (FDA) approved therapies.

The primary objective of our research program is to provide treatment to clients who have run out of options. Other objectives include: exploring potential interactions between FDA-approved drugs and the clinical implications of these interactions. We have also been involved in studies examining the risks and benefits of using particular HIV antiretroviral regimens, as well as a statewide study examining the impact of adverse childhood events on health risk behaviors in people who are HIV-positive.

SCC has participated in Expanded/Early Access Programs for many drugs including Reyataz, Fuzeon, Viread, Kaletra, Preveon, Agenerase, Ziagen, Sustiva, Viracept, Epivir, and Zert. In recent years, we have participated in trials examining the potency of new classes of drugs including fusion inhibitors, CCR5 inhibitors, and integrase inhibitors, as well as new protease inhibitors and non-nucleoside reverse transcriptase inhibitors. Future projects include clinical trials looking at new drugs, interactions between approved drugs, and comparisons of side-effect profiles of particular HIV regimens.

Although the primary objective of the SCC research program is to provide our patients with state-of-of-the-art medical care, we have also had our work published in peer-reviewed HIV medical journals like the *Journal of Acquired Immunodeficiency Syndrome (JAIDS)*, and at leading HIV scientific meetings such as the Conference on Retroviruses and Opportunistic Infections (CROI), and the International Conference on Antiretroviral Agents and Chemotherapies (ICAAC).

Access to clinical trials is determined first by client need. If clients require access to specific therapies in development, the research staff will determine their eligibility to participate in the program. Other protocols are based on voluntary participation, and clients may be recruited for trials through advertising in the clinic, in the community, and through word-of-mouth.

If you feel you may benefit from participation in a clinical trial, or have questions about what trials SCC is currently involved in, please contact the Research Coordinator or any member of the medical staff.

Contact: Research coordinator (x1017), or any member of the medical staff.

Fees for Services

SCC is required by federal law to bill all clients for their medical visits at SCC. We will continue to bill your insurance provider(s). Once your insurance has paid the claim based on your coverage, we will be sending you a statement for your portion of the bill (**this is the portion of the bill you are responsible for paying**). If you do not have insurance, charges for your visit will be determined by a sliding fee scale that is based on your annual income. We understand that sometimes financial hardships arise; if that should occur, please call us so that we may arrange a payment plan with you.

2008 FPG Sliding Fee Scale for Non-Insured Patients
Based on Household Size and Annual Income

Persons in Family or Household	SCC Sliding Fee	Patient Responsibility			
		\$0	40%	60%	100%
	FPG	100%	200%	300%	400%
1		10,400	20,800	31,200	41,600
2		14,000	28,000	42,000	56,000
3		17,600	35,200	52,800	70,400
4		21,200	42,400	63,600	84,800
5		24,800	49,600	74,400	99,200
6		28,400	56,800	85,200	113,600
7		32,000	64,000	96,000	128,000
8		35,600	71,200	106,800	142,400

Sliding Fee Scale

EXAMPLE:

Patient's Annual Income is \$12,000 (between 100% and 200% of FPG)

Patient has no insurance

Patient sees an MD for \$140 (SCC price)

Patient will be billed 20% of fee = \$28.00 for that visit.

Second, we are also required to ensure that patients have a limit on the amount of money paid for medical care. In other words, you will have a cap on the out-of-pocket expenses you pay annually for HIV-related health care. The limit is based on your annual income and Federal Poverty Guidelines (FPG) for 2008. All eligible out-of-pocket medical expenses are applied to your cap total.

Fees for Services (continued)

Eligibility:

Patients with no insurance and with income at or below 100% of the Federal Poverty Guidelines will have no out-of-pocket expenses for treatment at SCC. Patients with income from 101% - 200% of FPG will have a 5% cap on charges. This means that once you have spent 5% of your annual income on medical expenses, you will not be charged any more co-pays at SCC. Patients with income from 201% - 300% will have a 7% cap and patients with income above 300% will have a 10% cap. You will be receiving a letter specific to you from our Finance Department. The letter will include your enrollment dates, the specific amount of your cap and what we require as proof for out-of-pocket expenses.

FPG Percentage	FPG(2008)	Cap Rate %
<100%	(up to \$10,400)	0%
101-200%	(\$10,401 - \$20,800)	5%
201-300%	(\$20,801 - \$31,200)	7%
>300%	(\$31,201 and up)	10%

Accessing Financial Assistance:

You will need to bring in proof that you have paid out-of-pocket expenses (itemized receipts and/or Explanation of Benefits). Once you have reached your cap, your SCC medical visit co-pays will be waived for the rest of that enrollment year.

Eligible out-of-pocket expenses may include:

- Insurance premiums
- Deductibles
- Office co-pays
- Prescription co-pays
- Specialist charges
- Medical procedure fees
- Oral health fees
- Vision care fees

Contact: Director of Finance (x1016) or your medical case manager

AID & Comfort

The AID & Comfort (A&C) fund was created and is maintained so that people living with HIV/AIDS and enrolled with SCC will not be denied treatment or care for their illness because they cannot pay for it. A&C raises funds to pay medical bills and contribute to an enhanced quality of life for those living with HIV/AIDS in New Mexico. The funds are raised by an event that is held in the fall of each year. Our challenge is to utilize our resources for the maximum benefit of our clients in the current environment of escalating costs and an ever-increasing client population.

Summary

- Anyone residing in New Mexico and enrolled with SCC can access A&C benefits.
- If you are enrolled with SCC, you will have a sliding scale co-payment which is determined by your annual household income.
- Payment for services at SCC is not required at time of service; you will be billed.
- We have created a tiered benefit percentage based on FPG. All A&C co-payments are based on the remaining amounts after your insurance has paid their portion.

FPG percentage	2008 Income Level	Co-Payment %
0%	\$0	0%
1-100%	(up to \$10,400)	5%
101-200%	(\$10,401 - \$20,800)	10%
201-300%	(\$20,801 - \$31,200)	25%
301-400%	(\$31,201 - \$41,600)	40%
400%+	(\$41,601 and up)	50%

Accessing A&C Assistance:

If you receive a bill from any non-SCC medical provider, you may submit it to A&C for review. In order to expedite payment, we ask that you submit an itemized statement of charges along with the Explanation Of Benefits (EOB) from your insurance company. A&C will pay your provider directly. Incomplete submissions will delay the payment.

With the creation of the Pharmacy at SCC and effective its opening day, we will automatically submit the cost of prescription drugs you obtain at our pharmacy to your insurance company. Once your insurance company has paid its portion, you will be billed each month by SCC for your A&C sliding scale co-payment percentage. (For example; if your A&C co-payment is 10% and your co-payment after insurance is \$100.00, you will be billed \$10.00). If you live outside of the City of Santa Fe, your prescriptions can be mailed to you. If you have insurance through Blue Cross Blue Shield NMMIP you may get your NMDOH formulary prescriptions (from the NMDOH-approved list of eligible medications) at the SCC or DOH pharmacy. For more details, see the pharmacy section.

You may fill your prescriptions at another pharmacy but you must submit your prescription receipt for reimbursement.

AID & Comfort (continued)

Guidelines:

- Reimbursement requests for prescription co-pays must be submitted within 60 days of filling the prescription.
- Reimbursement requests for all other medical services must be submitted within 60 days of the EOB from your insurance company.
- **If your income is under 400%** of the FPG, you will be billed your A&C co-pay(s) monthly when you use the Pharmacy at SCC.
 - If you use an outside pharmacy, including Fraser Med Center, you will have to pay your co-pay(s) when you pick up your medications and submit your receipts for 50% reimbursement.
- **If your income is over 400%** of the FPG, you may get your prescriptions filled at the SCC pharmacy and A&C will cover 50% of your co-pay.
- Inpatient hospital stays, emergency room services, and outpatient surgery performed at a hospital facility are ***NOT*** payable through A&C. Each hospital has a program in place for patients with limited income to provide assistance for inpatient charges (co-pays for a room, observation room or any other overnight stay). You will need to apply at the hospital facility that provided the service to you.
- **IMPORTANT: If you do not have insurance and have been getting your NMDOH formulary prescriptions through the AIDS Drug Assistance Program (ADAP) at the NMDOH pharmacy, you must continue to get them there. Those medications will not be dispensed to you from the SCC pharmacy.**
- If your A&C balance is over 90 days past due and you have not made a payment arrangement, your A&C benefit will be terminated, and your account may be referred to collections.

All changes to A&C will become effective opening day of the Pharmacy at Southwest CARE Center

NMDOH Insurance Assistance Program

The New Mexico Department of Health provides funding to assist individuals with insurance premium payment and assistance with HIV-related medication co-pays through the Insurance Assistance Program (IAP). The NMDOH established an approved list of eligible medications (formulary) that can be covered through this program. **Direct payment to clients is not allowed under this funding source.**

Eligibility:

- Income is 300% of 2008 FPG (\$31,200) or below
- HMA enrollment at SCC

Accessing IAP Assistance:

- If you have insurance through NMMIP and have been getting your NMDOH formulary medications at the NMDOH pharmacy, you may now fill them by using the Pharmacy at SCC.
- The IAP will pay up to \$600.00 toward your health insurance premium if direct payment arrangements can be made with your insurance company or employer.
- If your employer is not able to arrange direct payment for your insurance premiums, please see your medical case manager.
- If you are privately insured, the IAP is no longer able to reimburse you for your co-pays, you will be billed according to your A&C sliding-scale percentage.

Required Documentation:

1. IAP application
2. Current insurance card
3. Summary of benefits from your insurance provider
4. Proof of monthly premium expense
5. Proof of current income
6. Most recent (within 6 months of application) CD4 and HIV viral load lab results

Guidelines:

- ***Because this is a federally funded program, payment directly to clients is not allowed.***
- You will not be reimbursed for insurance premiums deducted from your paycheck unless arrangements can be made with your employer. Payment directly to you is not permitted in this program.
- Recertification is required every six months.

Contact: Medical case manager or ask to speak with the Social Worker of the Day.

Housing Opportunities for People With AIDS

Established in 1992, Housing Opportunities for People With AIDS (HOPWA) was specifically designed to assist persons with HIV/AIDS. At that time, the purpose of this program was to provide people with HIV/AIDS, who had lost the ability to work, to remain in the safe environment of their homes during a time when illness often led to death. With the advent of combination drug therapy, the original purpose of this program has changed. As the number of people living with HIV increases, so do the number of requests for HOPWA assistance. As a result, we have had to make changes to the program in order to serve the maximum number of individuals.

Today, with chronic management of HIV/AIDS, the main focus of the housing program is to support people in moving toward independent living and financial stability or as a support for short-term, emergency assistance during a health crisis or other unexpected situation. Unfortunately, we anticipate that HOPWA funds may become more limited in the future.

HOPWA provides short-term, emergency financial assistance for housing, utilities, and supportive services for HIV-positive individuals and their households who meet eligibility requirements. HOPWA is funded by the United States Department of Housing & Urban Development (HUD), who determine the level of payment assistance. HOPWA is a needs-based program and you must apply for the funds. Payment approval is not guaranteed. HOPWA can provide emergency assistance for 21-weeks in any 52-week period for short term rent, mortgage, and utility assistance. Once you have used 21 weeks of assistance, you must wait until the next grant year to access the funds again. Our contract year for this grant is July 1, 2008, through June 30, 2009.

Short Term Rent, Mortgage, and Utility assistance (STRMU):

Available to anyone enrolled with SCC who meets the eligibility requirements for the county you live in. This category is for services designed to prevent homelessness and is to assist clients when unexpected emergency situations arise. This category includes short-term assistance for rent, mortgage, or utilities. Utility assistance includes electricity, gas, water, refuse, basic phone, propane, and firewood. Firewood is payable if it is the only source of heat for the home. The 21-week limit applies to STRMU and begins on the first date assistance is provided. *Assistance is available once per quarter (July-September; October-December; January-March, April-June).* You may not access HOPWA in consecutive months.

Supportive Services (SS):

Available to anyone enrolled with SCC who meets the eligibility requirements for the county you live in, as long as there is no other payer source or agency at which the service is provided. Supportive Services include: essential dental care *only* after you have used all of your NMDOH dental funds, home insurance, social work counseling, child care, vision care (*limited to \$400 every two years*), mental health assessment and/or counseling, drug- and alcohol-abuse treatment and counseling, day care, personal assistance (home care), health services, assistance in gaining access to local, state, and federal government benefits and services. Move-in and utility deposits are only payable once per year. **The 21-week limit does not apply to SS.**

Housing Opportunities for People With AIDS (continued)

Eligibility:

You must meet the Federal Poverty Guidelines for your entire household (those living with you) and rent cannot exceed the Fair Market Rent (FMR) for the county you live in.

2008 FMR for a one-bedroom (rental amounts must be less than the following amounts):

Santa Fe County	\$727.00	Taos County	\$619.00
Colfax County	\$453.00	Bernalillo County	\$602.00
Guadalupe County	\$475.00	Lea County	\$432.00
Los Alamos County	\$694.00	San Juan County	\$481.00
Mora County	\$475.00	Sandoval County	\$602.00
Rio Arriba County	\$435.00	Torrance County	\$602.00
San Miguel County	\$432.00	Union County	\$410.00
Valencia County	\$602.00		

If you are renting an efficiency or a two-bedroom or larger, the FMR guideline for your county will be greater. SCC has additional information on FMR if you live in a county not listed here please call the HOPWA administrator for more information. The HOPWA grant cannot assist you if your rent is more than the FMR for the county you live in.

Accessing HOPWA Assistance:

You must call our HOPWA administrator at x1023 to make an appointment each time you have a request, and complete a budget that reflects your ability to manage your income and expenses. Any bills left at the front desk will be returned to you. You will be required to complete a statement of need each time you request assistance. This statement should include the nature of your emergency and why you are unable to pay.

Required Documentation:

1. HOPWA application, which MUST be signed by you and must include all members of your household.
2. Proof of income for everyone in the household.
3. Fully completed Documentation of Need form.
4. Copy of your current lease (*when requesting deposit or rental assistance*). If your landlord does not provide a lease, we will give you a generic lease to use. You and your landlord must sign the lease.
5. Copy of your mortgage coupon or deed of trust (when requesting mortgage assistance).
6. Copy of Section 8 application for the county you reside in.
7. Itemized bill or receipt. We need the original whenever possible. Please be sure it includes the name and address of whom we are paying. Also, when submitting bills for utilities, we need the part of the bill that states the amount of time the bill is for. When submitting bills for propane or firewood, you will need to estimate how long you think the propane or firewood will last. The program requires this information to count toward the 21-week time limit. Firewood is payable only if it is the sole form of heat for your home.

Checks will not be issued until all of the required documentation is received.

Housing Opportunities for People with AIDS (continued)

Non-payable items:

- Car payments
- Car insurance
- Car repair
- Revolving credit accounts
- Cell phones
- Long distance and other telephone “extras”
- Child care provided by a member of your household
- Moving expenses
- Rent paid to a member of your household
- Rent for RV's or mobile homes not on a permanent foundation
- Any other service provided by a member of your household
- Massage, acupuncture, Rolfing; energy work; Reiki; and other complementary therapies, regardless of medical necessity

Guidelines:

- Move-in and utility deposits are only payable once per year (July 1, 2008–June 30, 2009).
- Vision care is payable once every two years. If you received assistance for vision expenses during the last grant year, you will not be eligible for vision assistance this grant year.
- Dental expenses are payable only AFTER all DOH dental funds (if eligible) have been used.
- Rental Assistance is available once per quarter and limited to the FMR for your county.
- Payments cannot be made directly to you. They *must* be made to the provider of service.
- Rental Assistance is not payable if you are already receiving assistance from another source (i.e.: Section 8; Shelter Plus Care; Rental Down Payment Savings Plan through the Santa Fe Community Housing Trust; or any other rental assistance program).
- Housemate situations are divided equally by the number of people living in the home.

HOPWA funds are based on need. There is no guarantee of payment.

Travel Reimbursement

Travel Reimbursement through SCC is funded by the Infectious Disease Bureau of the New Mexico Department of Health.

Travel Reimbursement is available for New Mexico residents who are living with HIV for travel to and from HIV-related medical, dental, social service, mental health, substance-abuse treatment, and support group appointments.

Travel reimbursement is provided in two ways.

- 31-day bus passes for local travel within Santa Fe
- Pre-paid gas cards for travel over 50 miles round-trip

Eligibility:

- Provide documentation of HIV infection
- Provide proof of residency in New Mexico
- Provide documentation of qualifying appointment
- Client must be enrolled in the SCC HMA
- Annual household income may not exceed 400% of the current FPG (\$41,600).

Accessing Travel Reimbursement Assistance:

Complete a Travel Reimbursement Request form (subject to verification of appointment).

Guidelines:

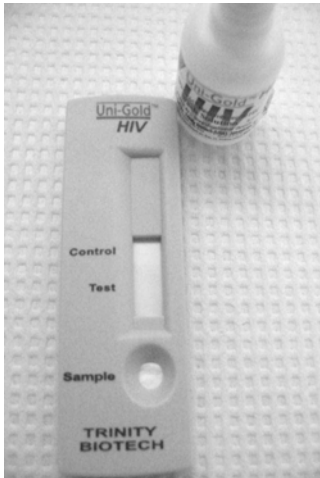
- Reimbursements will not be made for less than a total of 50 miles.
- Reimbursement will be made to the client if requested within 60 days of your appointment.
- The rate of reimbursement is \$0.25 per mile rounded up or down to the nearest \$5.00 increment.
- Pre-paid gas cards will be issued as payment every other week. Pre-paid gas cards are not available in advance; they are only available after a travel reimbursement request has been verified and processed.
- Please allow two to four weeks for verification and processing.
- There will be only one reimbursement issued per date, regardless of multiple appointments.
- Appointment cards alone are not accepted as documentation.
- Signature is required from someone in the office at which the appointment took place.
- Reimbursement will not be made for appointments within your city of residence.
- Abuse or fraudulent use of this program will result in ineligibility for continued benefits under this program.
- Mileage between cities will be paid according to GPS maps unless odometer readings are provided.
- Travel reimbursement will not be paid if travel is payable through another program.

Contact: Medical case manager

Prevention Services

With the support of our funding providers, Southwest CARE Center offers programs and services to decrease the transmission of HIV and associated conditions. Prevention activities at SCC include:

Rapid HIV Testing



SCC is an independent HIV testing site. Rapid HIV testing is available, by appointment, each Monday evening from 5:30 p.m. to 7:00 p.m., and is anonymous and free. SCC is the first agency in New Mexico to offer rapid testing. With this new technology, people receiving HIV tests can get their results in ten minutes. Pre- and post-test counseling is provided by Certified HIV Prevention Counselors, who are all members of the SCC staff.

The ability to determine a person's HIV status within ten minutes means an end to the two week waiting period normally required for labs to process HIV tests. The rapid test is done with a finger stick. Like previous HIV tests, the rapid test detects antibodies to HIV in a person's blood. With trained counselors on site, a person testing positive will be able to immediately begin the process of receiving services provided by SCC.

Partnership for Health



Partnership for Health (PfH) is a prevention initiative that emphasizes the patient and provider partnership to both keep the patient healthy and to prevent the transmission of HIV to the patient's sex partner(s).

The counselor, medical case manager, or member of the medical team initiates a three- to five-minute conversation with the patient to:

- Introduce the idea of their partnership
- Ask about the patient's sexual behavior
- Convey appropriate prevention messages based on the patient's behaviors

PfH focuses on three core messages which are reinforced at every visit:

1. Patient self-protection through safer sex
2. Partner protection through safer sex
3. Disclosure of HIV status to sex partners

Prevention Services (continued)

CHOICE Groups



Considering Healthy Options In a Caring Environment (CHOICE) Groups are four-session, small-group workshops for men and women living with HIV/AIDS. Decision-making and problem-solving skills are developed to help participants make informed and safe decisions about disclosure and behavior. The sessions create an environment in which people can interact, examine their risks, develop skills to reduce their risks, and receive feedback from other individuals living with HIV/AIDS.

Partner Services (PS)



SCC and the New Mexico Department of Health (NMDOH) HIV/STD Prevention Bureau are working together to identify and refer sexual or injection-drug-using partners of HIV-positive individuals to the NMDOH Partner Services Program.

According to the NMDOH and the Centers for Disease Control (CDC) HIV-Partner Services helps to identify high-prevalence target populations for testing and may reduce risk behavior. In 2007, approximately 60% of all new HIV cases were simultaneously diagnosed with HIV and AIDS. The mounting evidence of HIV-PS effectiveness is particularly important to New Mexico's HIV prevention efforts and for reducing the high percentage of late/concurrent diagnosis.

Key Terms and Definitions

Term	Definition
A&C	AID & Comfort
ADAP	AIDS Drug Assistance Program
CDC	Centers for Disease Control
Co-pay	The amount that must be paid by the covered person for services provided by a preferred provider (co-pay amounts are the responsibility of the covered person).
CROI	Conference on Retroviruses and Opportunistic Infections
Deductible	A set amount of medical expenses a patient must pay to become eligible for insurance benefits under an insurance program.
EOB	Explanation of Benefits
FDA	Food and Drug Administration
FMR	Fair Market Rent
Formulary	An approved list of eligible medications covered by an insurance or aid program.
FPG	Federal Poverty Guidelines
HMA	Health Management Alliance
HOPWA	Housing Opportunities for People With AIDS
HUD	Housing and Urban Development
IAP	Insurance Assistance Program
ICAAC	International Conference on Antiretroviral Agents and Chemotherapies
Inpatient	Health insurance term that defines a patient or research subject who stays overnight in a hospital bed for treatment.
JAIDS	Journal of Acquired Immunodeficiency Syndrome
MDT	Multi-Disciplinary Team
NMDOH	New Mexico Department of Health
NMMIP	New Mexico Medical Insurance Pool
Outpatient	Health insurance term that defines a patient who is not hospitalized but receives medical care in another place like a doctor's office, clinic, or day surgery center. Outpatient care may also be called ambulatory care.
SCC	Southwest CARE Center
SS	Supportive Services
STRMU	Short Term Rental, Mortgage, and Utility assistance
TR	Travel Reimbursement

Notes

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