

HIV CARE & SERVICES GUIDE



HIV SERVICES PROGRAM
PUBLIC HEALTH DIVISION
NEW MEXICO DEPARTMENT OF
HEALTH (NMDOH)

REVISED AUGUST 22

WELCOME TO THE HIV CARE AND SERVICES NETWORK

This guide will help you find HIV-related medical care and services. It explains what is necessary for enrollment in our network. It is not intended to cover all program policies and procedures.

You can live well with HIV by learning how to take care of yourself and stay healthy.

- » It is important to see your doctor regularly.
Staying in medical care is the best way to protect your own health and your partners.
- » Keep scheduled appointments and get your regular lab tests.
- » It is important to take your HIV medications every day and exactly as prescribed by your doctor.

The HIV Services Program may be able to help with the costs of care. This can include outpatient and ambulatory health services; the AIDS Drug Assistance Program (ADAP); dental care; health insurance premium and cost-sharing assistance; medical and non-medical case management; mental health services; emergency financial assistance; food services; medical transportation and housing assistance.



After reviewing this handbook, if you have questions or need more information, please call the HIV Services Program (505) 476-3628

WHO SUPPORTS MY SERVICES

Where does the money come from?

- » In 1985, the New Mexico Department of Health (NMDOH) began providing clinical care, medications and other supportive services to New Mexicans living with HIV disease.
- » In 1991, New Mexico received its first funding from the federal government under the Ryan White* CARE Act. These grant funds continue to this day.
- » The State of New Mexico also provides annual funding to support the HIV Services Provider (HSP) Network.

HIV Services Provider (HSP) Network use these dollars to provide the services shown in the table on pages 6 – 7. Some of these providers also have grants or raise money to provide services that are not covered by the HIV Services Program.

Your provider can tell you what's available in your area.

Over the years, the program has grown and expanded to provide many services. The quality of care you receive is important to us. It is our hope that these services will help you manage your HIV and improve your overall health and quality of life.

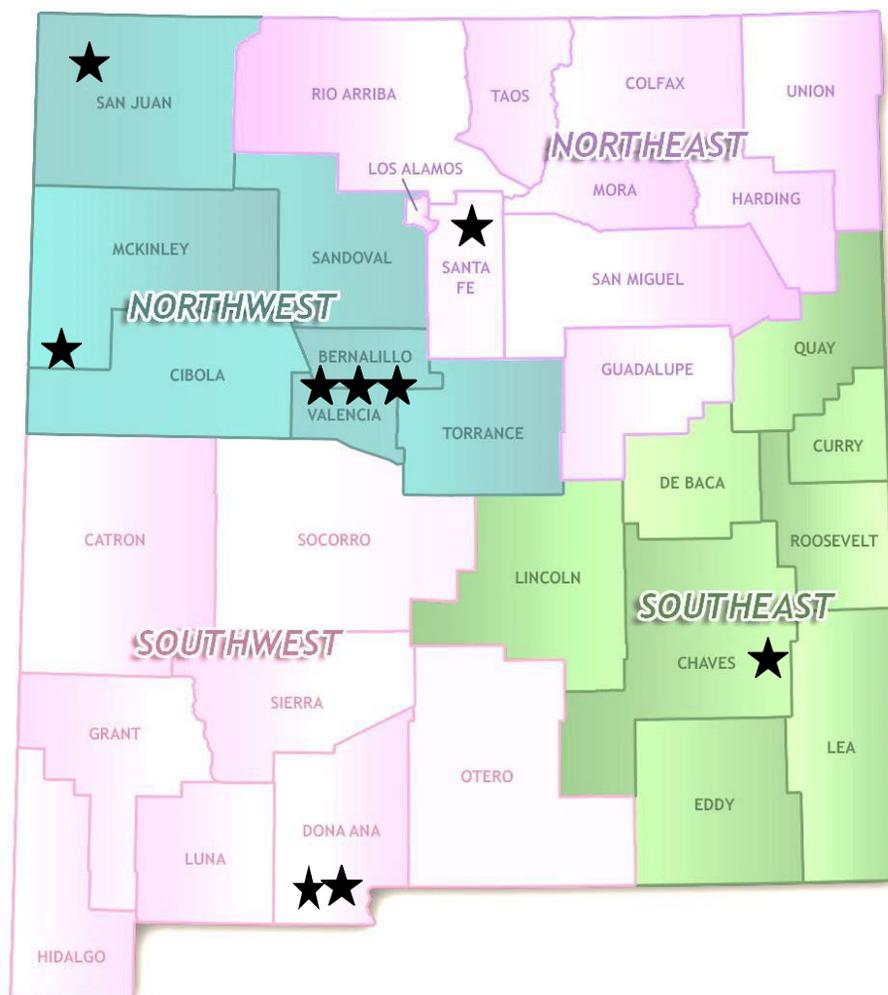
** By statute, Ryan White HIV/AIDS Program (RWHAP) funds may not be used for any item or service to the extent that payment has been made or can reasonably be expected to be made by another payment source (e.g., Medicaid, Medicare, employer-sponsored health insurance coverage, and/or other private health insurance). Ryan White HIV/AIDS Program (RWHAP) funds may not be used to make direct payments to clients.*

HIV PROVIDER LOCATIONS

Persons living with HIV can choose their own doctor and clinic for medical care. If you are eligible, you can enroll in the HIV Services Provider (HSP) Network.

The Network has case managers who can help you access many health and support services. For example, you may get help with health insurance premiums and co-pays.

You can choose to enroll at any HIV Services Provider (HSP) Network organization in the, regardless of where you live in the state. The stars on the map indicate the HIV Service Providers in each region



TO ENROLL, PLEASE CONTACT ONE OF THE FOLLOWING PROVIDERS:

CENTRAL & NORTHWEST

**First Nations Community
Healthsource (FNCH)**
5608 Zuni Rd. SE
Albuquerque, NM 87108
505-262-6553

Southwest CARE Center
4710 Jefferson St. NE
Albuquerque, NM 87109
505-780-4040 or 1-888-320-8200

Truman Health Services
801 Encino Pl. NE Bldg. F
Albuquerque, NM 87102
505-272-1312

**First Nations Community
Healthsource (FNCH)**
3501 E. Main Street Ste. I
Farmington, NM 87402
505-258-4457

**First Nations Community
Healthsource (FNCH)**
1630 South 2nd St.
Cedar Hills Plaza 262 – Box#11
Gallup, NM 87301
505-863-8827

NORTHEAST

Southwest CARE Center
649 Harkle Rd. Suite E
Santa Fe, NM 87505
505-989-8200 or 1-888-320-8200

SOUTHWEST & SOUTHEAST

**Community Collaborative Care Program
(CCC)**
1170 N. Solano Ave. Suite I.
Las Cruces, NM 88001
575-528-5031

Alianza of New Mexico
1700 N Main St
Las Cruces, NM 88001
575-623-1995 or 1-800-957-1995

Alianza of New Mexico
1200 S. Richardson
Roswell, NM 88203
575-623-1995 or 1-800-957-1995

AVAILABLE SERVICES

The HIV Services Provider (HSP) Network can provide help in many ways, depending on your needs and anything that may be a barrier to HIV medical care. Not all services are available in all locations. Your case manager can assist with eligibility and access to services.

Program	Description
Medical Case Management (MCM)	Medical Case Management is required for all clients. MCM focuses on improving health outcomes, treatment adherence and coordinating access to medical services.
Non-Medical Case Management	Assists in improving access to non-medical services.
Clinical Care	Assistance with co-payments for outpatient medical services. For example: doctor visits and laboratory testing.
Insurance Assistance Program (IAP)*	Assistance with health insurance premiums, co-payments and deductibles related to HIV and HIV-related medications.
Medications	Provides HIV and HIV-related approved medications directly to patients.
Mental Health	Assistance with outpatient mental health treatment and counseling services
Substance Abuse Services	Assistance with treatment and counseling for alcohol and other drug use.

Medical Transportation	Assistance with nonemergency transportation services for access to medical and support services.
Emergency Financial Assistance	Provides one-time or short-term assistance. For example, funds for essential utilities or medications.
Food Vouchers	Provides food and essential non-food items.
Housing Assistance	Assistance with overnight lodging for medical care, housing referral services, etc.
Dental Assistance Program	Access to outpatient diagnostic and preventative dental care. For example: X-rays, cleanings, fillings.

Federal Poverty Level (FPL) is a measure of income used to determine eligibility for programs. FPL changes annually. Qualifications for all* services, require income does not exceed 400% FPL. You can learn more about FPL at:

<https://www.medicaidplanningassistance.org/federal-poverty-guidelines/>

Examples:

- Household of one person @ 400% FPL = \$54,360
- Household of three people @ 300% FPL = \$92,120

*Insurance Assistance Program (IAP) assists clients between 138% FPL and 400% FPL. Persons with income at or below 138% of FPL are eligible for New Mexico’s Centennial Care (Medicaid program), which may result in not needing or qualifying for IAP

CASE MANAGERS AND ELIGIBILITY

In order to qualify for services, each applicant must show documented proof of the following:

- Proof of HIV/AIDS Status, verified by a licensed medical provider.
- New Mexico Residency with a physical address (PO Box is not acceptable):
 - Examples:
 - Current driver's license or identification card
 - Approved current lease
 - Major utility bill
- Annual Income less than 400% of the Federal Poverty Level (FPL).
Examples:
 - Employment income/wages/salaries
 - Self-employment income
 - Social Security Disability Insurance (SSDI)
 - Unemployment income
- Insurance documentation



Case managers are experienced and familiar with the application and eligibility process. They are skilled at guiding people through the application process. Clients must enroll in the Program annually.

YOUR PRIVACY AND CONFIDENTIALITY

Your privacy is important to us. HIV Services Program staff, HIV Service Providers, and other providers are required to keep your information confidential, regardless of if that information is written, spoken, or electronic (e-mail). All policies comply with the Health Insurance Portability and Accountability Act (HIPAA), helping to protect your privacy.

Information is obtained and shared only with those agencies that are providing or paying for your care. The program may also contact other state and federal agencies, as necessary, to verify information submitted to demonstrate your eligibility.

Some of the information we request from you may seem personal. But we only ask for information that is needed for the following reasons.



- To determine qualification for our programs and other assistance programs.
- To provide payments for services you receive.
- To help evaluate our programs, improve services and understand your needs.
- To contact you, when necessary, by a means you accept.
- To meet the reporting requirements of agencies that fund the HIV Services Provider (HSP) Network.

CLIENT RIGHTS AND RESPONSIBILITIES

RIGHTS – All clients have the right to:

- Receive information about available services.
- Be spoken to in a language you understand.
- Have a complete explanation of program requirements, procedures, and standards.
- Be informed of the responsibilities as an HIV services recipient.
- Be treated with dignity and respect and receive services without discrimination due to race, color, national origin, religious affiliation, gender or gender identity, sexual orientation, age, or physical or mental disability.
- Have information to appropriate health care providers or payer sources only be shared with your signed permission, except as noted in HIPAA Privacy Policies.
- Request a review by the HIV Services Program Manager and/or HIV, STD and Hepatitis Section Manager of any complaints regarding the delivery of services, or the treatment by any provider.

RESPONSIBILITIES - All clients are responsible to:

- Inform the Department of Health immediately of any changes to the information provided on the application, by communicating with your case manager.
- Provide all information necessary for enrollment.
- Treat providers with consideration and respect, refraining from abusive language and behaviors.
- Ensure that enrollment in programs occurs every 12 months, as required in program policies. This also avoids any loss of eligibility and services.

IMPORTANT CONTACTS

HIV Service Provider: _____

Phone: (_____) _____

HIV Case Manager: _____

Phone: (_____) _____

Doctor: _____

Phone: (_____) _____

Dentist: _____

Phone: (_____) _____

Health Insurance: _____

Phone: (_____) _____

Policy Number: _____

Notes:

HIV SERVICES PROGRAM

1190 St. Francis Drive, Suite S-1200

Santa Fe, NM 87502

Phone: (505) 476 – 3628

Fax: (505) 827 – 0561

<https://nmhealth.org/about/phd/idb/hats/>

www.nmhivguide.org

NEW MEXICO HIV | HEPATITIS | STD ONLINE RESOURCE GUIDE

NMHIVGUIDE.ORG

Info and resources on
HIV, STD, Viral
Hepatitis, and
Harm Reduction