

# HIV CARE AND SUPPORT SERVICES GUIDE



**HIV Care and Treatment Program  
Public Health Division  
New Mexico Department of Health (NMDOH)**

Revised April 2013

## **WELCOME TO THE HIV CARE AND TREATMENT PROGRAM**

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 and take the medications that are prescribed.
- Keep scheduled appointments and get your regular lab tests.
- Staying in care is the best way to protect your own health and your partner's too.

The HIV Care and Treatment Program may be able to help with the costs of care. The program can pay many outpatient medical bills, transportation costs for seeing your doctor and medication costs. The program can provide many other services that you may not be able to obtain on your own.

This guide aims to help you understand the services that may be available to you. It is not intended to cover all program policies and procedures. Instead, it explains what you need to do in order to get the help you need and what you can expect as a fully enrolled client.



After reviewing this handbook, if you have questions or need more information, please call the HIV Care and Treatment Program at (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 funds continue to this day.
- The State of New Mexico also provides annual funding to support the HIV Care and Treatment Program.

**The HIV Service Providers use these dollars to provide the services shown in the table on pages 6-7. Some of them also have outside grants or raise money to provide special services that are not provided through the HIV Care and Treatment Program, such as extra help with housing or even assistance with your non-HIV related health care. Your provider can tell you what's available in your area.**

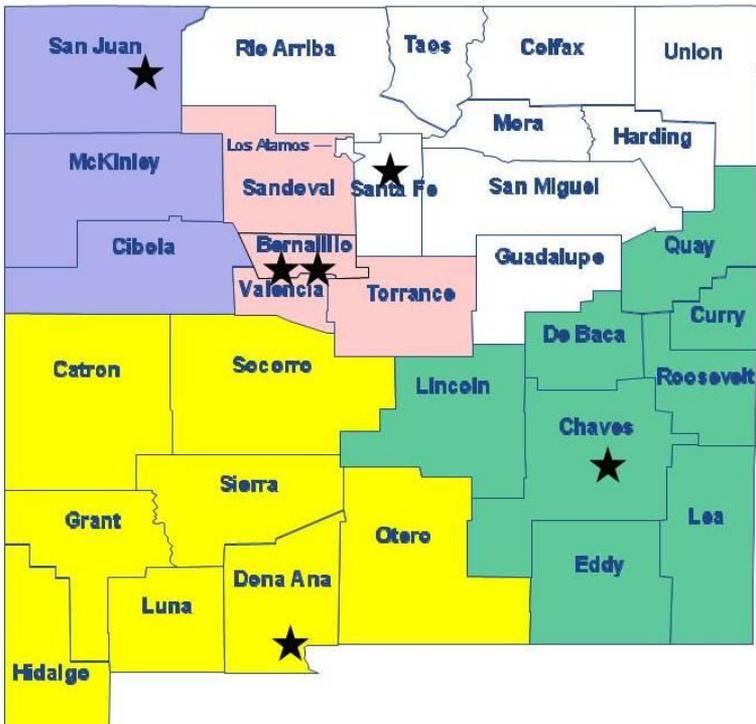
Over the years, the program has grown and expanded to provide many services. The quality of care you receive is important to us. It is our hope that by providing you with this assistance, you will be better prepared to focus on the management of your HIV, work closer with your care providers and improve your overall health and quality of life.

## HIV PROVIDER LOCATIONS

**HIV Service Providers (HSPs) are located throughout New Mexico. You may choose to receive your HIV care from any HSP, regardless of where you live in the state.**

If you have health insurance, you may receive HIV medical care from a provider of your choice. The HIV Care and Treatment Program may be able to cover your deductibles, co-payments and/or co-insurance costs. If you choose an HSP, you will have a Case Manager who can enroll you into the program.

The stars on the map show the HSPs in each region.



To enroll, please contact one of the following providers:

**NORTHWEST New Mexico Region**

**New Mexico AIDS Services (NMAS)**

3535 E. 30<sup>th</sup> Street, Suite 127  
**Farmington**, NM 87402  
505-327-7043 or 888-929-0911

**NORTHEAST New Mexico Region**

**Southwest CARE Center**

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

**Albuquerque METRO Area Region**

**New Mexico AIDS Services (NMAS)**

625 Truman St. NE  
**Albuquerque**, NM 87110  
505-938-7100 or 1-800-882-2437

**First Nations Community Healthsource (FNCH)**

5608 Zuni Rd. SE  
**Albuquerque**, NM 87108  
505-262-6553

**SOUTHEAST New Mexico Region**

**Alianza of New Mexico**

311 West 2<sup>nd</sup> Street  
**Roswell**, NM 88201  
575-623-1995 or 1-800-957-1995

**SOUTHWEST New Mexico Region**

**Community Collaborative Care Program (CCC)**

Public Health Office  
1170 North Solano Avenue, Suite I  
**Las Cruces**, NM 88001  
575-640-8664 or 1-800-668-0882

## AVAILABLE SERVICES

These are the services for which you may be eligible. Not all services are available in all locations. Your case manager can help.

<b>Program</b>	<b>Description</b>	<b>Income to Qualify</b>
<b>1. Medical Case Management</b>	Medical Case Management is required for all clients. It identifies your needs, helps you to access medical services and coordinates health care.	400% of Federal Poverty Level (FPL)
<b>2. Non-medical Case Management</b>	Provides assistance in obtaining all non-medical services.	400%
<b>3. Clinical Care</b>	Provides financial help paying for doctor visits, lab tests, and other outpatient healthcare services.	400%
<b>4. Medications</b>	Provides HIV and HIV-related approved medications.	400%
<b>5. Insurance Assistance Program (IAP)</b>	Provides help for payment of health insurance premiums, co-payments and deductibles for healthcare and medications.	300%

Program	Description	Income to Qualify
<b>6. Mental Health Services</b>	Provides mental health care and treatment	400% of FPL
<b>7. Substance Abuse Services</b>	Provides outpatient care and treatment for alcohol and other drugs	400%
<b>8. Medical Transportation</b>	Provides reimbursement for the cost of travel to health care visits	400%
<b>9. Emergency Financial Assistance</b>	Provides help paying for utilities and medications	400%
<b>10. Food Vouchers</b>	Provides food and other household products	400%
<b>11. Housing Assistance</b>	Provides helps in paying rent and overnight lodging for medical visits	400%
<b>12. Dental Assistance</b>	Provides oral health care including x-rays, cleanings, fillings and other services	300%

**\*Note:** Federal Poverty Level (FPL) column indicates the percentage of yearly income you must not exceed in order to qualify for each program. FPL changes annually. You can learn more here: <http://www.familiesusa.org/resources/tools-for-advocates/guides/federal-poverty-guidelines.html>

Examples: Household of one person @ 400% FPL = \$45,960  
Household of three people @ 300% FPL = \$58,590

## 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
- Residence in New Mexico with a physical address (*a P.O. Box is not acceptable*)
- An annual income less than 400% of the Federal Poverty Level (FPL) for a single individual.  
**(Note: Some of the HIV Care and Treatment Programs have differing income eligibility criteria. These are shown in the table of services on pages 6 and 7.)**
- Liquid assets less than \$9,999 (such as stocks, bonds, cash, etc.)

It might seem hard or stressful to enroll in HIV services. Case managers are specially trained to help you show that you are eligible. They can help reduce the stress!

Case managers are experienced and familiar with the application process. They can help you sort out what proof of eligibility you might need. They are skilled at guiding people through the application process, keeping tabs on when you will need to re-enroll and intervening on your behalf as necessary, once you are enrolled.



## **YOUR PRIVACY AND CONFIDENTIALITY**

Your privacy is important to us. HIV Care and Treatment staff, HSP agencies and other providers are required to keep your information confidential, whether that information is written, spoken, or electronic (email). 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 and 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 information that is needed for the following reasons:

- To determine whether you qualify for our programs and other assistance programs;
- To provide payment for the services you receive;
- To help us evaluate our programs, improve services and understand your needs;
- To contact you, when necessary, by a means you approve;
- To meet the reporting requirements of agencies that fund the HIV Care and Treatment Program.

## **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 the Infectious Disease Bureau Chief 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 applications.
- Provide all information necessary for enrollment.
- Treat providers with consideration and respect, refraining from abusive language and behaviors.
- Ensure that re-enrollment in programs occurs every six months, as required in program policies, in order to avoid any loss of eligibility and services.

## **IMPORTANT CONTACTS**

My HIV Service Provider is:

\_\_\_\_\_ Phone\_\_\_\_\_

My HIV Case Manager is:

\_\_\_\_\_ Phone\_\_\_\_\_

My Doctor is:

\_\_\_\_\_ Phone\_\_\_\_\_

My Dentist is:

\_\_\_\_\_ Phone\_\_\_\_\_

My Insurance Company is:

\_\_\_\_\_ Phone\_\_\_\_\_

Other:

\_\_\_\_\_ Phone\_\_\_\_\_

Other:

\_\_\_\_\_ Phone\_\_\_\_\_

## **HIV Services Program**

1190 St Francis Drive, Suite S-1200

Santa Fe, NM 87502

phone: (505) 476-3628

Fax: (505) 827-0561

[http://www.health.state.nm.us/IDB/HIV\\_services.shtml](http://www.health.state.nm.us/IDB/HIV_services.shtml)

NEW MEXICO HIV | HEPATITIS | STD ONLINE RESOURCE GUIDE

**NMHIVGUIDE.ORG**

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