



LIVING WITH HIV OR AIDS?

**EmblemHealth's HIV/AIDS
Case Management Program
Can Help You.**



EmblemHealth[®]
WHAT CARE FEELS LIKE.

Do you want to learn more about your illness or find out about the best treatments available? Do you need help to make sure you go to your doctor visits and take your medicines correctly? If you answered yes to any of these questions, EmblemHealth's HIV/AIDS Case Management program can help you.



Our Case Managers

Our HIV/AIDS case managers are nurses and social workers who are specially trained. They can help you get the most out of your health plan benefits and learn about your condition and treatment choices. They will work with you, your family and your doctors to develop a personal treatment plan for you. They may also help you with work, home life, legal, financial and mental health concerns.

Also, our case managers will work with your doctors to help you get:

- Referrals to specialty centers if long-term special medical or out-of-network care is needed.
- Continued care from out-of-network doctors if you are a new member transitioning to an EmblemHealth in-network doctor.



Member Training

Once you enroll in our program, you will receive ongoing training to help you make good choices in your everyday life. Topics to be covered include:

- How to access anonymous and/or rapid testing for sexual partners.
- How the law protects your personal and confidential health information, known as Protected Health Information (PHI).
- Precautions you need to take to keep yourself and others safe.
- Proper use of medicines, including dosage and side effects.

Specialists as Primary Care Physicians (PCPs)

If you have a long-term disease or disability, you may ask that a specialist act as your PCP and provide both your regular and specialty care. Your case manager can help you with this. You can also call Customer Service at the phone number on the back of your member ID card for help.

Standing Referrals

Case managers can arrange for standing referrals. This will allow you to see your specialists on an ongoing basis, without the need to get a referral for each office visit. Standing referrals can be made for a set number of visits or a set period of time.

Community Resources

If you are in need of services that are not covered by your health plan benefits, our case managers can help you get these services in your community or through other resources. The services you receive outside of your health plan benefits are shared with your doctor to ensure that all care you receive is known to your doctor and is coordinated.



Designated AIDS Centers (DACs)

DACs are hospitals with units that offer a full range of expert care for HIV/AIDS patients. They are certified by the Department of Health and reviewed for the highest quality care.

EmblemHealth will approve care at a DAC based on your needs. If you are admitted to a DAC, our case managers will stay involved in your care to make sure that the DAC is meeting all of your needs.

Take Good Care of Yourself

As someone living with HIV or AIDS, you should follow this schedule for medical visits and tests to stay as healthy as possible:

- See your PCP or HIV/AIDS specialist every six months (two times per year).
- Have a viral load test every six months (two times per year).
- Get screened for syphilis each year.

EmblemHealth's HIV/AIDS case managers are here for you. They can help you arrange for these office visits and tests – and can even remind you to get them so you stay on schedule. Call us today to find out more!

395 North Service Road, Suite 110, Melville, NY 11747



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Contact Case Management

To learn more about EmblemHealth's Case Management program or enroll, call 1-800-447-0768, Monday to Friday, from 9 am to 5 pm.

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