

# HIV

## case management

Helps you put the pieces together







## **HIV case management helps you put the pieces together.**

When you have HIV or AIDS, you have to take care of many things. It's like putting together a big puzzle — and the pieces of the puzzle are things like getting health insurance, keeping doctors' appointments, and taking HIV medicines.

An HIV case manager can help you put all the pieces of the puzzle together. This booklet explains how HIV case management can help you. Even if you are doing well taking care of your needs, case management can make the process easier.

## **What is HIV case management?**

An HIV case manager can help you get the services you need to make your life stable and healthy. Working with different agencies to get different services can be confusing. An HIV case manager works with these agencies to help keep track of the different services you need.



## An HIV/AIDS case manager can help you:

- Find medical care, set up medical tests and appointments, and keep those appointments.
- Get health insurance or Medicaid to pay for your healthcare and other needs.
- Apply for other programs like Supplemental Security Income (SSI) or Temporary Assistance to Needy Families (TANF) to give you money for living expenses (income).
- Figure out the paperwork you need to fill out to get different services.
- Find decent housing and services you need to live comfortably at home.

- Find help for you to quit using drugs or alcohol, if you have a problem. If you are not ready to quit using, there are ways to protect yourself (called “harm reduction”).
- Teach you how to avoid passing HIV to other people.
- Find a counselor to help you deal with the emotional stress of having HIV, like depression.

## Why should I work with an HIV case manager?

HIV case managers work only with HIV-positive people and know a lot about HIV services. They can help you stay healthy and get the care and support you need. It does not matter if you have just been diagnosed with HIV or if you have had HIV for a long time.





## How can I get into HIV case management?

Being “eligible” means how you qualify for a service or a program. To be eligible for HIV case management, you need to prove first that you are HIV positive. There may be other requirements. The type of proof will depend on the program you work with.

If you are already working with an agency, but they don’t provide HIV case management services, ask them to find an agency that provides those services. For a list of agencies in New York State and New York City that provide HIV case management services, go to:

[www.health.state.ny.us/diseases/aids/resources/resource\\_directory](http://www.health.state.ny.us/diseases/aids/resources/resource_directory)

# What are the steps involved in HIV case management?

These are the basic steps you go through:

**Intake and assessment.** Your HIV case manager will ask you about your health, the medical and social services you get, and your living situation. Make sure you tell your HIV case manager about all your needs so that he or she can help you. The first goal is to take care of your current problems or emergencies. Often, your HIV case manager will get information by visiting you at home and by talking with your service providers.

**Write your service plan.** When you and your HIV case manager agree on what services you need, the case manager writes your service plan. It may be a short-term plan to help you get through a tough period. It may be a long-term plan with many different services. Your plan can include services for your children or people in your home who are not related to you by birth or marriage. If there is anything you don't understand about your service plan, ask questions!

**Put your service plan into action.** The HIV case manager keeps in touch with you and with other agencies to help you apply for services, make appointments, and keep your appointments on schedule. He or she follows up with the other agencies to make sure you get the right services.

**Review your service plan and make any changes you need.** The HIV case manager reviews your personal situation and your service plan to see if you need to add services, drop services, or change services.

**Be ready for emergencies.** An HIV case manager can help you get through a crisis and make plans to avoid another crisis.

Working with an HIV case manager is a partnership — you will still have to do some of the tasks. With an HIV case manager, you should be able to get those tasks done more easily!

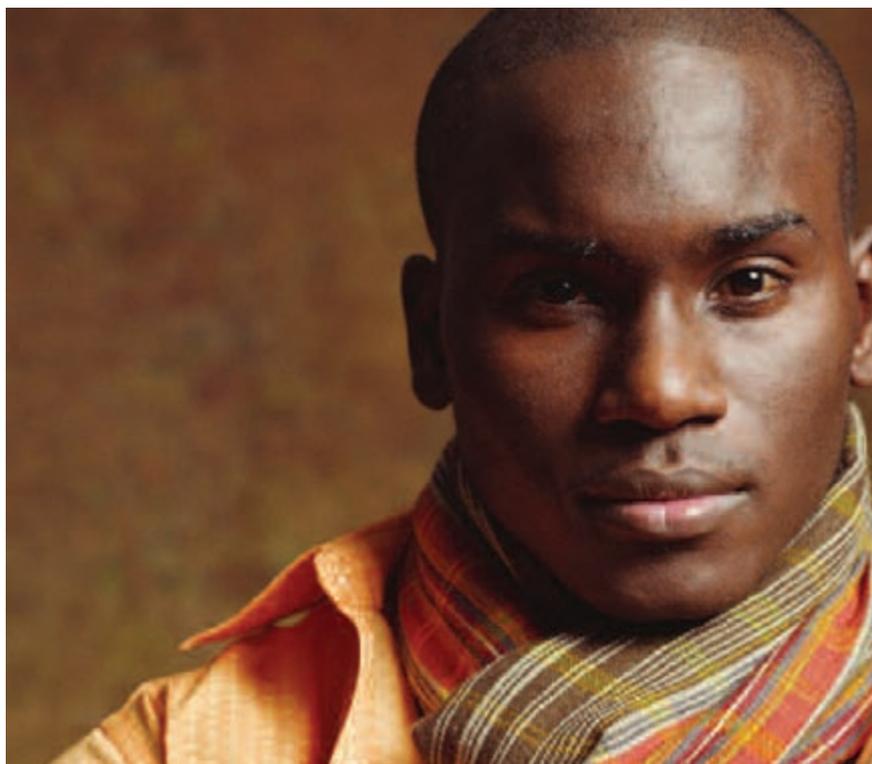
## Short-term HIV case management

### Vanessa: Help getting back on her feet

Right after I was diagnosed with HIV, I went to an agency that has HIV case managers. Things were changing fast in my life. When the building I lived in was sold, my daughter and I had to move out right away. My HIV case manager helped us find a new apartment. She went with me to our Department of Social Services (DSS) office and helped me fill out the forms for Food Stamps and Public Assistance and get those services. Then, she got me into a local healthcare clinic with a good HIV medical care program.

My HIV case manager helped me get through a tough time. I know I can go back and use her help again if I need to.





## Comprehensive HIV case management

### Adam: Taking care of complex medical needs

When I started having HIV symptoms, my medical care became a lot more complicated. That's when I found an HIV case manager. She helped me fill out the paperwork and get on Medicaid so I could get Supplemental Security Income (SSI). Now I have an HIV Special Needs Plan for my healthcare. My HIV case manager works with my doctor to make sure I get to my appointments, take my HIV medicines on time, and stay healthy.

I've had problems with drug use and depression in the past. My HIV case manager helped me find a treatment program with a good counselor. I'm doing a lot better.

My HIV case manager and I have a partnership: we split up lots of tasks. I have plenty of tasks, but I know she will step in to help when I need it.

## More information on case management

The New York State Department of Health, AIDS Institute (NYSDOH/AI) works with many community-based agencies that provide HIV case management services. To find an agency near you, go to:

[www.health.state.ny.us/diseases/aids/resources/resource\\_directory](http://www.health.state.ny.us/diseases/aids/resources/resource_directory).

This directory lists the HIV-related service agencies in all regions of New York State and New York City. Go to the Table of Contents and find the region where you live, then look for “case management.”

## Got questions about HIV/AIDS?

If you don't have a computer, you can call these HIV/AIDS hotlines for the NYSDOH/AI and ask about case management services:

1-800-541-AIDS (2437) (English)

1-800-233-SIDA (7432) (Spanish)

1-212-925-9560 HIV/AIDS TTY Information Line

Voice callers can use the New York Relay System: Call 711 or 1-800-421-1220 and ask the operator to dial 1-212-925-9560.

## Want to learn more about living with HIV and taking care of yourself?

The NYSDOH/AI website has many different publications on living well and staying healthy with HIV:

<http://www.health.state.ny.us/diseases/aids/publications>.

U.S. Centers for Disease Control and Prevention (CDC). Call this hotline number for HIV/AIDS information in English, Spanish, and for the Deaf and Hard of Hearing (TTY service) — you can call 24 hours a day, seven days a week:

888-323-6348.





State of New York  
Department of Health