

HIV Client Services Update

In this Update:

January 2009

[From the Program Manager
Client Services Staff](#)

[Early Intervention Program
Resources](#)

[Ryan White Information
Staff Profile](#)

[Support Staff News
Community Programs](#)

[HIV Community Story](#)

From the Program Manager



Richard Aleshire, MSW
HIV Client Services Program Manager

January 2009

HIV Client Services Quarterly Update

I hope you're enjoying the winter and have not been too affected by the storms, flooding and adverse weather conditions of the last couple months.

As I have discussed the last two quarters, the economy is in the midst of a recession and conditions only continue to get worse. The Governor released her proposed budget in mid-December for the next state fiscal biennium which begins July 1, 2009 and runs through June 30, 2011. Next, the Legislature, the House and the Senate, will propose their budgets and will then work to combine all three into an approved state budget by late April.

The Governor is recommending that the Department reduce its budget of \$295M from state dollars by \$74.5M, a 25.4 percent reduction. Such a large cut will come from many parts of the Department including each program's administrative costs. We, so far, have cancelled CAREvent for this fiscal year and have two vacant staff positions on hold. By other administrative cost savings and shifting some of our costs to other funding sources, we hope to save \$805,000 of state dollars in HIV Client Services by June 30, 2009 with NO impact upon client care. The Governor is also recommending that State Omnibus funds be reduced by \$1.5M over the next biennium.

Specifically, for the Early Intervention Program (EIP), the Governor is recommending the program be capped at 95percent of its current anticipated expenses for the next biennium which amounts to a reduction of about \$3M. This does not mean a cap on the number of clients in the program but a cap on the amount of dollars available for us to spend. We have been given the flexibility to determine how best to reduce the program's costs by that \$3M for the next biennium. At the last EIP Steering Committee meeting in November, the Committee brainstormed options with the intent of ultimately reducing expenditures by \$3M annually. Our task now is a little less daunting, having to explore options to reduce the expenditures by \$3M over the two-year biennium. However, keep in mind this is the Governor's recommendation and the final budget could look different, for better or worse. We also may be asked to continue decreasing our expenses if the economy does not turn around at some point soon. So we need to plan as if \$3M for the biennium might be only the first step. The \$3M figure is 5 percent of our total budget for HIV Client Services from all funders which pay for all of our programs. The state portion if reduced by the \$3M would amount to a 13.2 percent reduction

in our anticipated and requested state dollars for the next biennium.

At the next EIP Steering Committee meeting in February we will review the list generated in November, attach figures to those, and determine the impact it would create. We will then review and prioritize the recommendations from the sub-committee that has been meeting so we have a contingency plan for the amounts we need to cut from our budget beginning July 1, 2009. We also will be discussing how to make the Steering Committee meetings cost less and whether clients may be able to help us keep our costs down.

Our main focus is to ensure we have medications and services to provide to those in need. We strive to first meet our mission, which is to reduce the transmission and medical consequences of HIV by assuring that persons with HIV in Washington have access to health care and supportive services. We will continue to focus on that mission and hold costs down wherever we can.

I know this may all be very confusing, so if you have questions, please contact us.

More than ever I wish for you and for all of us a very prosperous new year!

If you have thoughts about any of our programs and services we'd love to hear your ideas. Feel free to contact me via phone at 360-236-3477 or by email at richard.aleshire@doh.wa.gov.

Until next time, good health!

The Early Intervention Program (EIP)

Updated Client Services Representative (CSR) Alpha-Split

Submitted by: Teri Eyster, EIP Eligibility Supervisor and Lori Miller, EIP Lead Client Service Representative

Effective Monday, January 5th, 2009 Robin Vaughn is a part time Client Services Representative in addition to her duties as the EIP Trainer for new case managers. Most of you have met her already either at the trainings where she presented or when she was a Client Services Representative a few years ago. Please help us welcome her back to the front line!!!!

Below is the breakdown for each Client Services Representative or alpha split as of January 5. We have also included each representative's office hours and the client caseload amount.

CSR	Alpha	Phone	Office Hours	CSR Caseload
Robin	A – B	360-236-3398	M – Thur 7:30 – 12:30 – Off on Fridays	450 Clients
Lori	C - L	360-236-3493	M – F 8:00 – 4:30	1377 Clients
Abby	M - Z	360-236-3452	M – F 8:45 – 5:15	1508 Clients

We're currently not able to fill the full time Client Services Representative position vacated by Ngozi in December, due to budget constraints.

Because we're short staffed and our caseloads are increasing, our application processing times are at 7 to 12 business days. In some circumstances it could be longer. To help application processing timeframes, we are requesting that Case Managers batch their phone calls. If your call ends up in voicemail, we request you only leave one voicemail message for the Customer Service Representative. In the time it takes for them to retrieve

duplicate voicemails, one or two fewer applications get processed that day,

Teri Eyster, EIP eligibility supervisor will also be taking a section of the alpha split in late February to help with high caseloads. We will send out another new alpha split to case managers via email in early March.

We greatly appreciate your patience and help!

Early Intervention Program Operations Section Staff News

Submitted by: Rhonda Bierma, EIP Operations Supervisor

Carri Comer, Coordination of Benefits, Provider Training and Contract Specialist, will return from family medical leave on February 2, 2009. Welcome back Carri! And, a big **THANKS** to Jayme Emmons and Mardene Eldred who kept claims processing and coordination of benefits up and running in Carri's absence.

Staff Profile



Barbara Stuart

Kudos and Final Farewell to our friend and co-worker – Barbara Stuart

Article submitted by: Evelyn Linton, Fiscal Coordinator

Barbara Stuart, Fiscal Lead in HIV Client Services passed away November 6, 2008.

Barbara worked for the state for nearly 20 years, and had been with HIV Client Services since 2002.

Barbara's co-workers remember her in many ways. Some of those are as follows:

Barbara loved the water. In fact she loved it so much she lived on a boat and owned several sail boats. She competed in local sailboat races and loved the ride, win or lose. She often hitched a ride with one of her co-worker/friends to sail the "Puget Sound." Her co-worker referred to Barbara as a "Sailing Nut."

Barbara also loved the outdoors. She was constantly engaged in some outdoor activity. She biked, hiked and skied until she had her knee replaced a year or so ago. A few months ago Barbara completed a 40 mile bike ride!!!

Barbara loved working jig saw puzzles and going "Garage Sailing" with a co-worker and friend. They often bought items they could not do without.

Barbara made it clear that she did not want a funeral or mourning, so a celebration of Barbara's life was held on December 14, 2008 at the Carlyon Beach Clubhouse amidst falling snow. There was food, stories and laughter. Her ashes will be spread some place remote and wild, just the way Barbara wanted it. We will all miss her.

Support Staff News

2009 State Holiday Office Closures

Submitted by: Sheila Ichita, Support Staff Supervisor

Month	Holiday	Day of the Week
February 16	President's Day	Monday
May 25	Memorial Day	Monday
July 3	4 th of July Recognition	Friday
September 7	Labor Day	Monday
November 11	Veteran's Day	Wednesday
November 26, 27	Thanksgiving	Thursday & Friday
December 25	Christmas Day	Friday

Community Programs

Ryan White HIV/AIDS Program Annual Data Report

Submitted by: Karen Robinson, Community and Case Management Supervisor

The HRSA web system is open for electronic submission of the 2008 Ryan White HIV/AIDS Program Annual Data Report (RDR). The annual data report documents the number of clients served and services provided during the calendar year (January 1 to December 31, 2008). You can find provider information at the HAB/HRSA website: <http://hab.hrsa.gov/rdr>. The Web site includes links to 2008 Ryan White Data Report Instructions, 'Before You Begin' Checklist, Important Submission Information, and Crosswalk: Summary of Changes from 2006 to 2008.

HIV Client Services distributed registration codes to Ryan White Part B providers in early January. For assistance with registration or using the RDR Web System, providers should contact the HRSA Call Center toll-free at 877-Go4-HRSA (877-464-4772) between 9:00 am to 5:30 pm ET or by email at callcenter@hrsa.gov. If you have further questions about how to proceed, please refer to your program's previous report (2007 CADR) or contact Karen Robinson at 360-236-3437.

To provide adequate time to review provider submissions and meet HRSA's deadlines, HIV Client Services asks providers to enter their information by February 15, 2009.

HIV Community Story



Martin Delaney

Martin Delaney, HIV Advocate died January 23, 2009, at 63 years of age. Martin was a presenter at the DOH sponsored CAREvent 2007. Please follow the link for the full story.

http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=56630

You really *can* change the world if you care enough.

Marian Wright Edelman

Client Services Staff

Program Manager: Richard Aleshire, 360-236-3477

Support Staff Supervisor: Sheila Ichita, 360-236-3430

Office Assistant: Martha Davis, 360-236-3429

Fiscal Coordinator: Evelyn Linton, 360-236-3453

Case Management & Community Programs

Case Management & Community Programs Supervisor: Karen Robinson, 360-236-3437

Ryan White Contracts Coordinator: Jayme Emmons, 360-236-3451

Statewide Case Management Coordinator: Monique Ossa, 360-236-3457

Early Intervention Program (EIP) Eligibility

Eligibility Supervisor: Teri Eyster, 360-236-3449

Client Services Representative (Alpha A-B): Robin Vaughn, 360-236-3398

Client Services Representative (Alpha C-L): Lori Miller, 360-236-3493

Client Services Representative (Alpha M-Z): Abby Gilliland, 360-236-3452

Early Intervention Program (EIP) Operations

Operations Supervisor: Rhonda Bierma, 360-236-3476

Information and Data Specialist: Barbara Gimenez, 360-236-3476

Coordination of Benefits Specialist, Provider Training: Carri Comer, 360-236-3420

Eligibility and Claims Processing Specialist: Mardene Eldred, 360-236-3429

Department of Health – Department of Corrections Community Liaison

Lauren Fanning, Medical Case Manager, cell: 360-485-8488, office: 360-725-8700

Re-entry Specialist

Washington Department of Corrections

lfanning@DOC1.WA.GOV

No one, Eleanor Roosevelt said, can make you feel inferior without your consent. Never give it.

Resources

This update and additional information about the programs in this update are posted on our website at http://www.doh.wa.gov/cfh/HIV_AIDS/Client_Svcs/default.htm

Medicare: <http://www.medicare.gov>

Evergreen Health Insurance Program: <http://www.EHIP.org> or 1-800-945-4256

Social Security Administration (Extra Help): <http://www.SSA.gov> or 1-800-772-1213

Centers for Medicare and Medicaid Services (CMS): <http://www.cms.hhs.gov> or 1-877-267-2323

Ramsell Public Health Service Bureau (PHSB): <http://www.publichealthrx.com> or 1-888-311-7632

Other General Resources

Ever wondered if a medication or lab test will be covered by EIP?

Please be aware of the following online information:

Formulary <http://www.publichealthrx.com>

Covered Labs & Medical Services

http://www.doh.wa.gov/cfh/hiv_aids/Client_Svcs/documents/medsched0708.pdf

General EIP Information http://www.doh.wa.gov/cfh/hiv_aids/Client_Svcs/

Free HIV Consultation for Medical Providers:

Medcon (University of Washington): Available 24 hours/7 days 800-326-5300

National HIV Telephone Consultation Service (Warmline): Monday – Friday 6 a.m. to 5 p.m. 800-933-3413

Northwest AETC (AIDS Education and Training Center): Dr. David Spach 206-731-5166

Washington State Department of
Health

HIV Client Services Mission Statement

The mission of HIV Client Services is to reduce the transmission and medical consequences of HIV by assuring that persons with HIV in Washington have access to health care and supportive services.

We welcome your input!

Suggestions for information you would like to see included in the quarterly update, or any comments or suggestions regarding the formulary, covered services or any other issue, can be sent to Richard Aleshire by any of the means listed below:

Washington State Department of Health

PO Box 47841

Olympia, WA 98504-7841

Voice: 360-236-3477

Email: Richard.Aleshire@doh.wa.gov