

HIV Client Services Update

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From the Program Manager



Richard Aleshire, MSW
HIV Client Services Program Manager

H1N1, also known as swine flu, is continuing to spread across Washington. I would like to pass on some basic information to help you understand more about this flu for yourselves and for your clients who may have questions regarding this flu strain and their HIV.

What should people living with HIV/AIDS (PLWH) do to prevent getting the flu?

- Wash your hands often with soap and warm water for 10-15 seconds. Use an alcohol-based hand sanitizer if you do not have soap and water. Cover your cough.
- Be healthy. Get enough sleep, eat healthy foods, etc.
- **Take your HIV drugs.** Taking HIV drugs regularly and as prescribed, helps keep your immune system strong.
- Get a seasonal flu shot.
- **ALSO** get an H1N1 flu shot.
 - PLWH are a priority group for getting the shot.
- Stay current with your preventive care.
 - You should talk to your doctor to make sure you have all your shots.
 - You should have a shot against bacterial pneumonia every 5-10 years; this will help prevent complications if you do get H1N1.
- Stay away from sick people, if possible. Try to stay at least six feet away. If you are sick, you should stay home for at least 24 hours after your fever has passed (without the use of fever-reducing medicine) and avoid contact with other people as much as possible to keep from infecting others.
- Stay informed. For more information, or to stay informed about the H1N1 flu, use the contact information below:
Washington State Department of Health:
 - Website: <http://www.doh.wa.gov/h1n1/>
 - Hotline: 1-888-703-4364
 - Email: prepare@doh.wa.gov you should get an answer back within 24 hours.

Centers for Disease Control and Prevention:

- Website: www.cdc.gov/h1n1flu
- Hotline: 1-800-CDC-INFO (232-4636)
- Be prepared - just in case!
 - Have at least two weeks of your HIV and other drugs with you at all times.
 - Keep a supply of comfort items like soup, tea, pain relievers.

We sent a fact sheet with much of this information to all EIP clients in October. If you are a provider, take care of yourself and remind your clients what they can do to protect their health. If we're all aware, cautious and prepared, we can get through this flu season with minimal problems.

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

Until next time, good health!



The Early Intervention Program (EIP)

Updated Spenddown Receipt Form

Submitted by: Teri Eyster

Early Intervention Program (EIP) Eligibility Supervisor

The prescription Spenddown Receipt Form that client's take to the pharmacy was revised by DSHS and EIP. Clients use this form to document their medication costs EIP pays that can be counted toward the client's spenddown. Hopefully, it will be easier for client's case managers and pharmacists to use. The new form can be found at:

http://devwww6/cfh/HIV_AIDS/Client_Svcs/documents/SDRxRct092809.pdf

Client Service Representatives (CSR)

Submitted by Teri Eyster

Early Intervention Program (EIP) Eligibility Supervisor

We are excited to announce Martha Davis began in EIP on October 16 as our new CSR! Martha has been the office assistant for HIV Client Services for the last year and a half. She will be in training for a while. We are very excited to be fully staffed for the first time in over a year and greatly appreciate the assistance we've had from other HIV Client Services staff to help us continue to provide services to clients.

Many thanks to case managers and clients for their patience and understanding during this time. Please see the new alpha-split below.

Client Service Representative (CSR) Breakdown

<u>CSR</u>	<u>Alpha</u>	<u>Phone</u>
Martha	A - E	360-236-3452
George	F - L	360-236-3434
Fran	M - Q	360-236-3410
Teri	R	360-236-3449
Lori	S - Z	360-236-3493

Early Intervention Program (EIP) Client Satisfaction Survey

Submitted by Teri Eyster
Eligibility Supervisor

Before the end of 2009, we will send out a client satisfaction survey to all EIP consumers. All case managers will be notified by email before the surveys are mailed out to clients. Results from this survey will help inform us on how to serve our clients better.

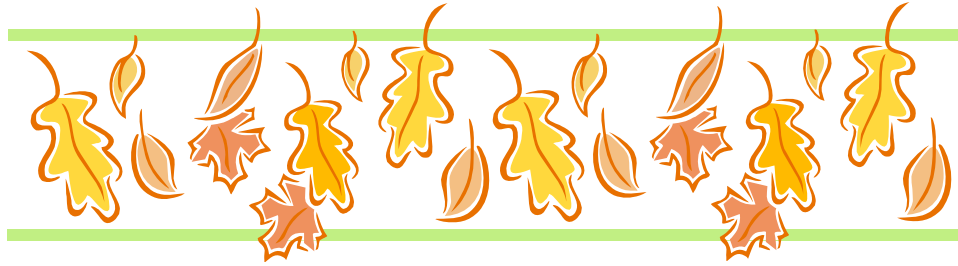
H1N1 (swine flu) Vaccine

Submitted by Rhonda Bierma
Early Intervention Program (EIP) Operations Supervisor

Early Intervention Program (EIP) began covering the H1N1 (swine flu) vaccine administration on October 1, 2009. The vaccine itself will be available free to providers from the Department of Health for all clients of all ages. Providers should use the following procedure codes when billing for administration of the vaccine:

- G9142 with modifier SL (0-18 years of age).
- G9142 without a modifier (19 yrs and older).

EIP will reimburse the administration fee for these codes in the amount of \$16.00. EIP will not cover the FluMist version of the vaccine as this is not recommended for clients with HIV.



Community & Case Management Programs

Meet Jacqueline Taylor

Submitted by Karen Robinson

Case Management & Community Programs Supervisor

Jacqueline Taylor will become a member of the staff of HIV Client Services on November 1, 2009. Jacqueline will join Monique Ossa as a HIV Case Management Coordinator for Washington's Ryan White HIV/AIDS Part B Program.

Jacqueline has over 11 years experience directly providing HIV case management services and managing the HIV case management program for a Ryan White Part C Clinic. Her most recent employment was managing the HIV Client Services Care and Treatment Unit at the Jessie Trice Community Health Center, Inc. in Miami, Florida. Jacqueline has extensive knowledge of the Ryan White Treatment and Modernization Act and is proficient at providing technical assistance to case managers. She has demonstrated skills in creating collaborative efforts with community-based organizations, local health jurisdictions, clinicians, and consumers. Jacqueline is excited to join Client Services and looks forward to working with our community partners. She will be visiting case management agencies and coming to regional meetings to meet all of you. Please give her a warm welcome.

2009 Statewide HIV/AIDS Care Services Client and Provider Surveys

Submitted by Karen Robinson

Case Management & Community Programs Supervisor

Consumer and provider surveys provide essential information about HIV-related service needs and gaps. In 2009, Public Health-Seattle and King County and the Washington State Department of Health distributed consumer surveys to Early Intervention Program clients and to Ryan White service providers, who also received provider surveys. Consumer surveys reflect individual responses, while providers consider their entire caseload when answering the survey. We had a great response with 1,120 consumer responses and 194 provider responses received.

Public Health-Seattle and King County, the Ryan White Part A Planning Council, HIV Client Services Ryan White Part B, and the regional advisory groups, will use survey results to determine how to best use state and federal money to pay for Washington's HIV care services.

A big thank to all who participated in the 2009 Statewide HIV/AIDS Care Services Client and Provider Surveys.

What is Quality?

Submitted by Anneke Jansen

Statewide Quality Management Coordinator

To achieve ongoing success and better health outcomes for our consumers, it is critical to identify what quality means and understand what steps to take to get there. Different sources define "quality" in many ways. The most relevant definition for those of us receiving funding from Ryan White is: "The degree to which a health or social service meets or exceeds established professional standards and user expectations," (*Institute of Medicine. 1990. Medicare: A Strategy for Quality Assurance, Vol. 2. ed. Kathleen Lohr. Washington, D.C.: National Academy Press*).

According to the National Quality Center, Quality Academy tutorial three, this definition of quality "governs all the quality-related activities of the Ryan White Program." This tutorial is available at: <http://nationalqualitycenter.org/index.cfm/5908/15590>. Developing a quality management plan is essential for programs' continuous improvement towards quality services and products. A quality management plan:

- 1) Documents the quality standards a program strives to attain.
- 2) Identifies how the program will monitor progress towards achievement of quality standards.
- 3) Selects activities designed to improve identified areas.

Support Staff News

Submitted by Sheila Ichita

Support Staff Supervisor

Martha Davis, our Office Assistant, was promoted to a Client Service Representative (CSR) position in the Early Intervention Program effective October 16. We are happy for Martha.

We are in the process of hiring a new Office Assistant, and hope to have someone on staff by December 1. We appreciate your patience during this transition.

Fiscal Facts

Submitted by Jayme Emmons

Fiscal Coordinator

HIV Client Service received a Ryan White Part B BASE Supplemental award for \$347,565 from Health Resources and Services Administration (HRSA). This is **potentially** a one-time award and awarded only to states that spent out their entire Ryan White Award in 2007. We were one of only 18 states to receive a Ryan White Part B BASE Supplemental award this year.





Staff Profile



George Cruz – Client Service Representative

Submitted by: Sheila Ichita

Support Staff Supervisor

How did George end up working for HIV Client Services?

George joined the HIV Client Services staff as a Client Service Representative on July 16, 2009. Born and raised in Houston, Texas, he moved to Washington state in 1998. He worked for three years at The Labor

& Industries Department doing Spanish translation and interpretation. Prior to coming to Client Services, George worked with the Department of Health in the Office of Community Wellness and Prevention as a Contracts and Systems Analyst. His position there was abolished and he transferred to HIV Client Services. And the rest is history.

What does George like the most about HIV Client Services?

So far George finds the work of a Client Service Representative interesting and challenging, juggling all the aspects of the job - the phone calls, e-mails, deadlines, applications, all while learning the job. He likes the team and says it's among the best he's ever worked with.

George likes the dedication and passion of the Early Intervention Program (EIP) team, the case managers, and others involved with EIP because it makes a big difference in people's lives.

What does George like to do in his spare time?

George likes to ride his road hog, a Suzuki Boulevard 1500, and write. He writes funny stories (we've seen a glimpse of his sense of humor) and short fiction. He also likes to sing, whistle, and do impersonations. He was in a garage band back in the day. George is a man of many talents!

George's Family

George and his wife Sandy (who works for the Department of Health in the WIC program) live in the country and have a big Morgan horse (Cruz), two mixed Aussie dogs (Maya & Chico), and two cats (Mambo & Cootie). George appreciates everyone's patience with him while he learns his new job.

Client Services Staff

Program Manager: Richard Aleshire, 360-236-3477

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

Fiscal Coordinator: Jayme Emmons, 360-236-3451

Office Assistant: 360-236-3489

Community Programs & Case Management

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

Ryan White Contracts Coordinator: Abby Gilliland, 360-236-3438

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

Statewide Case Management Coordinator: 360-236-3435

Early Intervention Program (EIP) Eligibility

Eligibility Supervisor: Teri Eyster, 360-236-3449

Client Services Representative: (Alpha A-E) Martha Davis, 360-236-3452

Client Services Representative: (Alpha F-L) George Cruz, 360-236-3434

Client Services Representative (Alpha M-Q): Fran McBride, 360-236-3410

Client Services Representative (Alpha R): Teri Eyster, 360-236-3449

Client Services Representative: (Alpha S-Z) Lori Miller, 360-236-3493

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



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

Public Health Service Bureau (PHSB): http://www.phsb.com/patient/wa_what.html or 1-888-311-7632

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