



HIV Services Response to COVID-19

Indiana State Department of Health

March 23, 2020

2:00 pm – 3:00 pm



Indiana State
Department of Health



zoom

- Please enter the agency name and list all participants in the "chat" room

Helpful Hints

- Press esc to exit full screen
- Hover over the top to change "view" options
- Place yourselves on "mute" until you're ready to pose a question or make a comment
- Use the "chat" room to pose questions and make comments
- Meeting will be **recorded** and available for sharing after the meeting



Indiana State
Department of Health

Agenda



- Introductions & Check In
- Review on HIV Services Response to COVID-19
- HIVe Update
- Medical Services Adjustments
- Q & A
- Announcements, Evaluation & Closing



Agency and Program Adjustments?



Indiana State
Department of Health

Medical Services and NMCM Adjustments

- Electronic Application Submission
- Client Attestation and Signatures
- Client Documentation
- NMCM Data Sheets
- 90 Day Refills

Additional Changes to Come

- Working to create all MSP forms into writable PDFs
- Developing training tools for website and in person when available
- Support on Failures to Recertify



Program Review

- Income Calculation
- HRSA Eligibility Expectations
- Case Manager Notes



Note Summary Information

Description:

COVID-19 Update

Pending Concerns:

Bankruptcy
STD Prevention Education
Duty to Warn Information

Assessment:

NMCM/CC contacted client via phone/email due to office closure in response to the COVID-19 outbreak. NMCM/CC checked in with client on the status of their _____. NMCM/CC did complete and upload a medical services application via HIVE. Client/NMCM did have the ability to upload the following documents: _____. Eligibility documents not able to be uploaded were _____ and were included in a word document. NMCM/CC will be in touch with client to get required eligibility documents within the 60 day time limit.

Plan:

NMCM/CC will follow up with client to check in on access to services and be available for any questions. All contacts will be documents in Case Manager.



Note Summary Information

Description:

COVID-19 Update

Pending Concerns:

Bankruptcy
STD Prevention Education
Duty to Warn Information

Assessment:

NMCM/CC contacted client via phone/email due to office closure in response to the COVID-19 outbreak. NMCM/CC checked in with client on the status of their_____. NMCM/CC did complete and upload a medical services application via HIVE. Due to the situation, no eligibility documents were able to be verified. Per ISDH's guidelines, a word document was submitted to verify income, residency, and proof of status. NMCM/CC will be in touch with client to get required eligibility documents within the 60 day time limit.

Plan:

NMCM/CC will follow up with client to get required documents. All attempts will be documented via Case Manager.



Brittany's HIve Overview



Medical Services/NMCM Team Assistance

- Following up with NMCMs/Program Managers to ensure document submission
- Review of clients on ADAP for longer than 1 year
- Remote Work Processes



How are referrals made to the RWLP?

Samantha/Noel

- Aliveness
- Aspire
- ARG
- Concord
- Eskenazi
- Clark County
- The Damien Center
- BU Wellness Network

Michael/Marlana

- Aids Ministries
- Meridian Health Services
- LifeCare
- PRC
- Positive Link
- Step-Up
- Community
- Scott County





ISDH Contacts

IMPORTANT
ANNOUNCEMENT



- **HIV Issues or HIV Services Only Applications-
Brittany Sichting**
- **Medical Services Program Questions-Jon Morgan**
- **NMCM Program- Ayriane Bailey**

- **General HIV Services Program Questions- Mark
Schwering or Traci Johnson**

