

Orange County Ryan White Services

New Client Frequently Asked Questions



1. I just found out that I am HIV-positive or I just moved to Orange County and have HIV. Where can I find information about services available to me in Orange County?

You can find out about services that may be available to you on the Orange County HIV Planning and Coordination unit website at: <http://ochealthinfo.com/phs/about/dcepi/hiv>

You can also call the following "Client Advocacy" agencies to find out about services:

- AIDS Services Foundation (ASF) in Irvine: (949) 809-5700
- Shanti Orange County in Laguna Hills: (949) 452-0888

There are also frequently asked question documents (FAQs) regarding Ryan White Dental Services and the Low Income Health Program (also known as LIHP or MSI) that can be accessed at the website listed above.

2. What is Ryan White?

The Ryan White Act is a federal program that funds services for individuals living with HIV/AIDS who have no other sources for care. Ryan White services are designed to help make sure that individuals get and stay in medical care. Examples of services include Case Management, Dental Services, Medical Transportation, Food Bank, and Mental Health Counseling.

3. Should I be enrolled in case management?

Newly diagnosed individuals may benefit from Case Management. Clients only need to be enrolled in case management services if they need regular follow up by a case manager in order to get or stay in medical care. Some services like Transitional Housing or Shelter Plus Care require that clients are case managed so that they can get help in getting and maintaining stable housing. Clients who do not need regular follow up are considered on "Client Advocacy" or "Self Advocacy."

If you are a Self Advocacy client, you can call either of the agencies listed in response to Question 1 (above) to get information about services that you need. From there, you can try to get the services on your own. If at any time you need additional assistance, you can call the agency back to get more help.

4. Is it ok to have more than one case manager?

It depends. You should only have one Ryan White community case manager at a time. Community case managers are at ASF, Delhi Center, Shanti Orange County, and the REACH Program. Some clients also have a case manager where they receive medical care (like 17th Street Care). These case managers mainly focus on managing the client's medical care such as lab blood draws and referrals to specialists. There are times when your community case manager and your medical case manager will seem like they are doing the same thing, but for the most part, this should not be the case.

5. Do I have to be enrolled in an agency to access services at that agency?

No. Ryan White services are open to any client who qualifies for services, regardless of where the client is case managed or gets other services. For example, a Delhi client who needs Food Bank services does not need to become an ASF client to get Food Bank services.

Keep in mind that some agencies offer services that are not Ryan White-funded and they may restrict those services to their clients. For example, Client Work Out Group and Kids Club are limited to ASF clients. It is a good idea to call the agency to find out about services available to you.

6. Can I access services at more than one agency?

It depends. Some services are only offered at one agency. To find out which services are offered at which agencies, contact one of the agencies listed in the response to Question 1 (above). There should be no reason to get the same service at different agencies.

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7. Do I have to get a referral for services?

Most services do NOT require a referral. The following are two reasons that you may need a referral:

- The service provider does not have a way of checking your eligibility for their service. This is true for Ryan White dental services. A medical or case management provider can complete the referral for dental services.
- A doctor or nurse must check your medical need for the service. This is the case for Ryan White specialty medical care, home health care, home-delivered meals, and nutritional supplements.

8. How do I know if I qualify for a service?

There are different eligibility requirements for Ryan White services and these requirements can sometimes change. If you do not have a case manager, the best way to find out about eligibility requirements for a service is to contact one of the agencies listed in the response to Question 1 on page one.

9. I have an eligibility appointment, what should I expect?

An eligibility screener will review documents that are needed to determine eligibility for the Ryan White program and other programs that you may qualify for, such as the AIDS Drug Assistance Program (ADAP), Medi-Cal, or Medical Services Initiative (MSI). A sample of eligibility documents needed include: proof of HIV status, proof of Orange County residency, proof of disability (only required for certain services), and income documents (for example, pay stubs, bank statements, taxes). You may be asked to submit additional documents to determine if you qualify for services.

10. Why do I have to give so much information about myself to get services?

Ryan White services are funded by the federal government, which requires specific information about clients and the services that they receive. This information helps to ensure that funds are being used to help people living with HIV/AIDS. This information also helps make sure that funding continues to be available to help clients that have no other source to pay for their care.

11. What is ARIES?

ARIES is the Ryan White client database. ARIES is used to capture data required by the federal government for Ryan White services. Data is also used to identify trends in service needs.

12. Is my information private?

Please be assured that all staff who work with Ryan White are required to follow strict guidelines to make sure that information about you stays confidential. If you have any questions about how your information is handled by an agency, you may ask to see their "Notice of Privacy Practices."

13. I am not happy with the services that I am receiving. What can I do?

Providers in the Ryan White Act system are dedicated to providing services that are respectful of your rights and needs. A list of your rights and responsibilities is available in the Client Handbook at <http://ochealthinfo.com/phs/about/dcepi/hiv>. If at any time you feel that a service provider has failed to honor your rights, please try to resolve the problem with the provider by talking to the staff or supervisor about your complaint. The provider must listen to your complaint and try to find a resolution. If your complaint is not addressed, you have the right to file a formal grievance using the provider's grievance policy. Be prepared to write down or talk about the date and time of the event(s), who the event(s) involves, and what you think would be a fair resolution.