

# HIV/AIDS

The EmblemHealth HIV/AIDS Care Management program is a free service that assists members in finding community resources and navigating the health care system. The goal of the program is to empower members to assume responsibility for their own health care, link them with appropriate providers and resources, ensure compliance with medical services, and reduce high-risk behaviors.

**Who is eligible for the program?**

All EmblemHealth members that are diagnosed with HIV/AIDS, except GHI NYC PPO and delegated members.\*

**How do members enroll?**

Members can call the Care Management department to speak to our HIV care managers at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m. Members can also enroll on the EmblemHealth website at:

[emblemhealth.com/live-well/chronic-conditions/connect-with-care-management](https://emblemhealth.com/live-well/chronic-conditions/connect-with-care-management).

**How does the program benefit the member?**

- Provides confidential, disease-focused assessments, interventions, and support from specially trained HIV care managers to help maximize health and wellness outcomes.
- Assists members in finding community resources, coordinating care, and navigating the medical system. Promotes member engagement in care by removing barriers and supporting members in accessing high-quality care.
- Helps to navigate to Designated AIDS Centers (DACs) to facilitate the flow of information and referrals among providers.
- Helps to facilitate timely follow-up medical and lab appointments.
- Provides assistance in making informed decisions.

- Provides assistance with preparation for end-of-life care, if appropriate.
- Provides education about the availability of anonymous and/or rapid testing on an ongoing basis.

**How can you support members/your patients in the program?**

Studies show that better health outcomes result from strong provider-patient relationships, a multidisciplinary care team approach, and regular office visits.

Please refer your patients with HIV to an infectious disease specialist, if needed, and maintain ongoing communication for continuity of care. Also, monitor and educate patients about the importance of antiretroviral medication adherence and its impact on disease progression and overall health.

Care managers will keep the provider informed of all services and programs they offer to the member to initiate early treatment and support the member's retention.

**Are there additional considerations?**

- We recommend that members living with HIV should have a minimum of:
  - Two outpatient care visits per year (scheduled six months apart)
  - Two viral load tests per year (scheduled six months apart)
  - Annual screening for syphilis
  - Monitored HIV medication adherence

- Care managers advocate for members and also liaise between them and their families, caregivers, and clinicians in a HIPAA-compliant manner.
- As always, we encourage our members to speak with you regarding the health services they need.

**How long is the program?**

The program is available to members for as long as they need support and services.

**How do I find out more?**

For more information and/or for your referrals, call our Care Management department at **800-447-0768** (TTY **711**), Monday through Friday, 9 a.m. to 5 p.m.

\* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to [emblemhealth.com/providers/manual/health-promotion-and-care-management](https://emblemhealth.com/providers/manual/health-promotion-and-care-management), under the "Care Management Programs" drop-down, at the bottom.

