

## HIV Medical Case Management Services

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To receive Ryan White HIV Medical Case Management in Maine you have to:

- Show proof that you have HIV
- Show proof of your income
  - Your income must be 500% of the federal poverty level or less

All Ryan White programs have to report individual info about clients to the federal government. **This info can't be used to identify you.** It is entered into a computer program by us. We send the info using a secure computer system. **Your privacy is protected.**

The following info is reported:

- Date of your first Ryan White service
- Year you were born
- Ethnicity and race
- Gender
- Your poverty level
- Type of housing you live in
- The first three digits of your zip code
- HIV status and date of AIDS diagnosis
- HIV risk factors
- The type of health insurance you have
- How often you use a Ryan White service (like case management)

This info has to be reported for anyone who gets Ryan White services.

If you want Ryan White HIV Medical Case Management, you have rights and responsibilities. They are described on the back of this paper.

**As a client of Ryan White HIV Medical Case Management, I have the following Rights:**

1. **I will be treated with respect.**
2. **My information will be protected.** My rights are explained in the “Notice of Privacy Practices.”
3. **I will be treated equal with others.** My services will not change because of who I am – my race, color, religion, sex, national origin, ancestry, age, physical or mental disability, or sexual orientation.
4. **I will not be abused or threatened.**
5. **I will get services I am eligible for.** I will be told about services I can use, any costs, and the time it will take to get services.
6. **I will get quality care.**
7. **I can help plan my services.** I will be part of making decisions.
8. **I can stop my services.** I can stop services at any time by telling my case manager.
9. **I can file a complaint.** I can give a complaint about services without losing my services. The “Grievance Policy” explains how to file a complaint, and what to expect.

**As a client of Ryan White HIV Medical Case Management, I have the following Responsibilities:**

1. **I will treat others with respect – clients, staff, and volunteers.**
2. **I will protect other people’s information.** I will not share information about other clients. I will respect their privacy.
3. **I will not abuse or threaten others.** I may lose my services if I threaten or abuse others.
4. **I will give correct information.** My case manager needs good information to get me the right services. I will be honest when I give information.
5. **I will tell my case manager about changes.** I will tell my case manager about changes in my life, like changes in address or telephone number, income, or medical or insurance status. My case manager needs to know about changes to help me get services.
6. **I will keep appointments.** I will do my best to keep meetings I make with my case manager. I will call to change meetings if I can’t make it.
7. **I will be a part of my services.** I will work with my case manager to make a plan. I will work to reach my goals and do the tasks I agree to. I will tell my case manager if I want to stop services.