



What is Medical Case Management?

Medical Case Management is a free service funded in part by the Ryan White Cares Act, a federal program to ensure people living with HIV/AIDS have access to medical care and supportive services.

Our Medical Case Management program is staffed by qualified, compassionate professionals who dedicate themselves to serving the particular needs of each client. Recognizing that there are many factors that can impact health, we take a holistic approach to providing care services.

Goals of Medical Case Management

- Improve overall health and well-being.
- Support client independence and self-sufficiency.
- Support with engagement in HIV Medical Care.
- Reduce transmission of HIV to end the epidemic.
- Identify and connect to community resources.

Questions?

casemanagement@mazzonicenter.org



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Phone: 215-563-0652
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WWW.MAZZONICENTER.ORG



A REVOLUTIONARY ORGANIZATION
IN A REVOLUTIONARY CITY



**MAZZONI
CENTER**

MEDICAL CASE MANAGEMENT



What services do Medical Case Managers provide?

Help you learn more about HIV and AIDS.

Help you with scheduling and keeping medical appointments.

Help you with talking to your doctors about your health.

Help you stay consistent with your medications.

Help you with applying for health insurance and/or prescription coverage.

Help you with transportation to get to HIV-related health and support services.

Help you with referrals for mental health, substance abuse, dental care, legal consultation, housing/shelter resources, utility assistance, and food banks.

Who is eligible?

Qualifications include:

- Have a diagnosis of HIV/AIDS
- Have a gross annual (household or individual) income of less than or equal to 500% of the federal poverty level.
- Residency in service area*

* **PA:** Philadelphia, Bucks, Chester, Delaware, and Montgomery counties

NJ: Burlington, Camden, Gloucester, and Salem counties

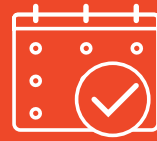
Eligibility must be certified on a yearly basis to meet federal requirements.

You will need:

- Valid photo ID
- Proof of residency
- Proof of income
- Proof of insurance

You can discuss with your case manager if you need help with any of these documents.

Immigration status will not prevent you from getting the care you need.



Client Responsibilities

- Phone contact with your case manager at least once a month.
- Meet with your case manager at least once every 3 months.
- Attend an HIV medical appointment with your doctor at least every 6 months.
- Complete an assessment of needs every 6 months.
- Actively participate in developing your care plan and working towards achieving the goals established.

How do I enroll?

To enroll in Medical Case Management, you must first complete an intake with the Department of Health. The call is brief (around 15 minutes) and strictly confidential.

Health Information Helpline:

215-985-2437

Monday through Friday

8:30 am to 5:30 pm

You can select Mazzoni Center or another agency closer to your home or medical provider.

What information do I need?

Before you call, it is helpful to have these details at hand:

- Name (both legal and preferred)
- Reliable phone number and/or e-mail address
- Name of health insurance policy if applicable
- Income information
- Name, address, and telephone number of your HIV provider
- Dates of your most recent and next HIV medical appointments



What happens next?

You will be assigned a Case Manager who will reach out to you within 1 week to schedule your first meeting. During this appointment, you will fill out some initial paperwork, complete an assessment and create a care plan together.

If you have an urgent need prior to being contacted, you can reach our On-Call service:

215-563-0652 Ext. 102

Staff Availability Hours:

Monday	9:30 am to 4:30 pm
Tuesday	9:30 am to 1:00 pm
Wednesday	9:30 am to 4:30 pm
Thursday	9:30 am to 4:30 pm
Friday	9:30 am to 4:30 pm

No on-call on the 3rd Thursday of the month.

If you are experiencing a medical emergency, call 9-1-1 or go to your nearest emergency room.