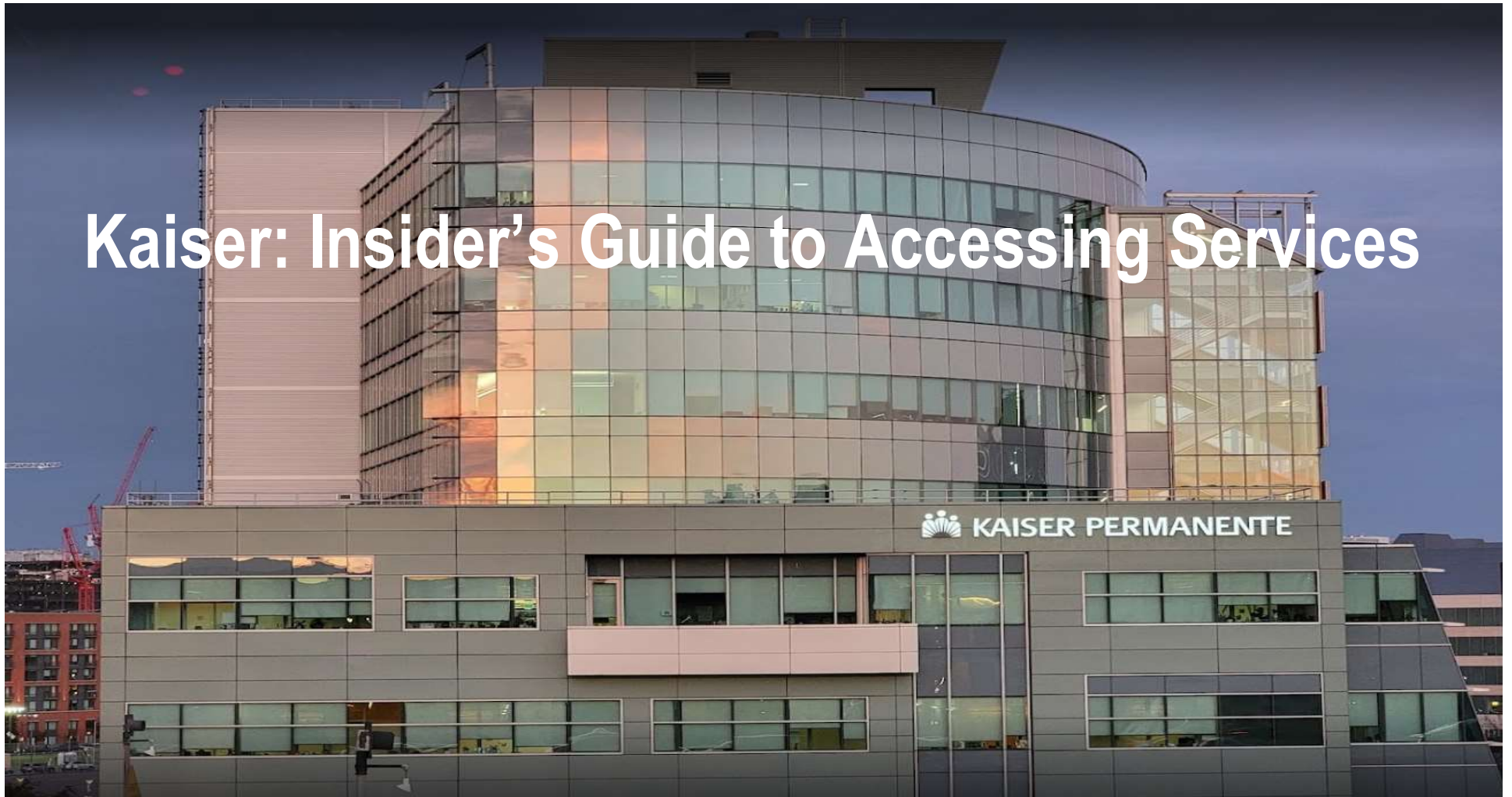


Kaiser: Insider's Guide to Accessing Services



Presented by David Gonzalez and Gabriel Liew

Wednesday, October 18th, 2022

Presentation Content

- **Kaiser HIV and Prevention Services**
- **How To Get Care At Kaiser**
- **Financial Assistance For Premiums, Medication, and Services**
- **How to Help Clients Navigate Benefits**
- **Questions and Answers**
- **Contact Information**

Kaiser San Francisco HIV Prevention and Services San Francisco

- <https://thrive.kaiserpermanente.org/care-near-you/northern-california/sanfrancisco/departments/hiv-care-and-prevention/>

The HIV Care and Prevention Program at Kaiser Permanente San Francisco is a multidisciplinary specialty program within the Department of Adult and Family Medicine. Comprehensive care is provided by HIV specialist physicians, nurse practitioners, pharmacists, nurses, benefit coordinators, health educator and registered dietitian. Our Clinical Trials Unit offers cutting-edge HIV treatment and prevention research studies for members who are interested.

Members with HIV who are new to Kaiser San Francisco may contact the HIV program at 415-833-4638 to schedule an intake appointment.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **San Francisco Locations**

2238 Geary Blvd, San Francisco CA 94115

Derek Blechinger, MD

Eric Capulla, MD

Elysia Engelage, MD

Matthew Fellows, MD

Brad Hare, MD

Katayon “Kat” Kochakzadeh, DO

Erica Metz, MD

Jonathan Volk, MD

1600 Owens, San Francisco CA 94158

Ryan Guinness, MD

Kenneth Leong, MD

John Quatannens, MD

HIV Fellowship Residents

Earl Clark, MD

Avani Dalal, MD

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

HIV RN Case Manager

Coordinate/direct the health, safety, and psychological care of members living with HIV to ultimately promote quality of life. Serve as an advocate to ensure that they continue to receive individualized and unique quality care, maximizing their overall care experience and health outcomes.

HIV Care Navigation

Referrals, application support and coordination of collaborative services (Project Open Hand, Medi-Cal, IHSS, Case Management services). Help with emergency housing, grocery and meal programs, behavioral health services, and transportation assistance.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

HIV Benefit Coordination

Help HIV/AIDS positive members understand their health care cost and benefits at Kaiser Permanente.

Educate members regarding long term and short-term disability benefits and enrollment process (State Disability, Private Disability, FMLA, Social Security Disability). Enroll members into the ADAP Medication Assistance Program and HIPP Health Insurance Premium Payment Program.

HIV Clinical Pharmacists

Collaborate with HIV physicians to optimize pharmacologic treatment to manage or prevent HIV. The HIV Clinical Pharmacists strive to ensure that the most effective medications or injection treatments are prescribed, with minimal side effects; that drugs are dosed appropriately, are void of drug interactions, and are convenient.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

[HIV Anal Dysplasia Program](#)

Schedule a routine checkup or transfer of care for anal dysplasia (abnormal cell growth caused by HIV and HPV that may be cancerous).

[Kaiser Advice Line](#)

Call for medical advice, scheduling appointments or leaving phone messages for your provider. Available 7 days a week 24 hours a day.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Additional Services for People with HIV**

Kaiser Online Access

Create an account if you're a current or former member or have received care at a Kaiser Permanente facility and want to receive your medical records. You can email your doctor, view labs, schedule appointments, and order medication online or through the Kaiser phone app.

Kaiser Release of Information (ROMI)

For completion of state disability, social security disability, private disability, and documents requiring physician signatures. The Release of Information Department can also provide copies of medical records, fees may apply.

Kaiser San Francisco HIV Prevention and Services San Francisco

- **Services for People without HIV**

Kaiser San Francisco PEP Treatment Program

If you are concerned you have been exposed to HIV in the last 3 days (72 hours), immediately call the 24 Hour Kaiser Appointment and Advice Line at 866-454-8855 to request PEP (Post-Exposure Prophylaxis). PEP is an effective 4 week treatment of medications to prevent getting HIV when taken as prescribed.

Kaiser San Francisco PrEP Treatment Program

Pre-exposure prophylaxis (PrEP) is an effective HIV prevention strategy where individuals who do not have HIV takes a pill or injection treatment to stay HIV negative. When taken daily as prescribed, PrEP is highly effective in preventing HIV. PrEP is available by prescription from a Kaiser health provider.

:

How To Get Care at Kaiser

- **COBRA/Cal-COBRA**
- **Covered CA**
- **Employer Plan**
- **Medi-Cal**
- **Medicare**
- **Private Insurance**

Financial Assistance For Premiums, Medications, and Services

- **ADAP(AIDS Drug Assistance Program) covers copays, coinsurance, and deductible cost of medications. No citizenship requirement.**
- **HIPP (Health Insurance Premium Payment Program) covers monthly insurance premium and copays, coinsurance, and deductible cost for outpatient medical services. No citizenship requirement**
- **Medi-Cal is a CA health care program that pays for a variety of medical services for children and adults with limited income and resources. Medi-Cal is supported by federal and state taxes. Limited citizenship requirement.**

How To Help Clients Navigate Benefits

Assess Income.

Are they working and have access to employer health coverage?
Are they collecting Unemployment or State Disability?

Assess Existing Benefits.

Do they already have Health Insurance, Medi-Cal,
Medicare, or VA Benefits?

Assess Program Eligibility.

Do they qualify for ADAP/HIPP or other HIV
Community Programs?

Assess Their Functionality.

Are they able to call, email, or schedule
appointments on their own?

**Encourage Self Advocacy
and Development**

How to Help Clients Navigate Benefits

- **Different Structures of Care**

Private Insurance

- Large Network of Providers
- Multiple Specialty Medical Care
- Electronic Management of Health Records
- Mail Order Pharmacy
- Limited or No Case Management
- Limited or No Walk In and Same Day Services
- Fee for Medication and Services

Community Clinic

- Walk In and Same Day Services
- Combination of Health and Social Services
- Case Management
- Community Support Groups
- No Fee for Service
- Limited or No Electronic Management of Health Records
- Limited or No Specialty Medical Care

Kaiser Referral Contacts

- After assessing client's benefits and helping them verify their Kaiser start date refer them to us.
- Please leave a message with Name, Kaiser ID#, and Phone Number.

Jesse White, RN

HIV Case Manager

Phone: 415-833-4258

HIV Community Benefits

Phone: 415-833-7737

PrEP Program

Phone: 415-833-7737

Kaiser 24 Hour Appointment and Advice Line

Phone: 866-454-8855

Questions?



Thank You For Doing What You Do!



Presenter Contact Information

David Gonzalez

Sr. Community Benefit Advocate

Phone: 415-833-3475

Email: david.p.gonzalez@kp.org

Gabriel Lieuw

Sr. Community Benefit Advocate

Kaiser Permanente San Francisco

Phone: 415-833-4238

Email: gabriel.lieuw@kp.org