

# Support Services for Ryan White Clients

Updated July 10, 2014

**\*Maintain eligibility for Part A, B and C so you can take advantage of needed services, such as housing, transportation, health insurance payment assistance and dental care. If eligibility lapses you may experience a gap in services. See your case manager for details.\***

## **MEDICAL TRANSPORTATION**

Medical Transportation in southern Nevada is available through Ryan White Part A only. Transportation services may **ONLY** be used for medically related appointments, such as; doctor appointments, medical case management appointments, pharmacy visits, grocery/pantry shopping, support groups, dental appointments, and lab work.

**Bus Passes**-Currently bus passes are available through Ryan White Part A at AFAN and COMC. You must be Ryan White Part A eligible to receive bus passes.

Bus passes are given based on the number of appointments you have:

- 12+ appointments (including 1 trip to return to the office the next month) = monthly passes
- 11 appointments (including 1 pass to return to the office the next month) = daily passes

Travel to Grocery Stores is allowable at a maximum of 5 trips per month.

You will be required to keep track of your bus passes and appointments on an envelope or with appointment cards that the agency will provide you. Your tracking sheet or appointment cards must have the dates and signatures of staff that provided the appointment to you, if you used a bus pass to travel to the grocery store or food pantry you must submit copies or originals of your grocery receipts with dates. Also any unused or expired bus passes must be turned in. This list of appointments and signatures you keep track of must match the number of passes you were given. This will be turned in each month to AFAN and you will receive a new envelope with new bus passes for appointments for the following month.

One (1) occasion of lost paperwork is allowable within a 6-month time period. Anyone that does not follow the requirements will be denied transportation assistance until their next 6-month Ryan White Part A reassessment appointment. The theft or selling of bus passes is illegal and will lead to the suspension or termination of transportation services. You must follow-up with your Ryan White Part A case manager/social worker every six months to evaluate program adherence. You will receive bus passes based on continued adherence to program follow-up guidelines.

**Taxi and Gas Vouchers**-This service is provided through AFAN. Taxi and Gas Vouchers are available on a case by case basis as assessed by your case manager and are for clients that are extremely medically fragile or live a great distance from HIV services. If you would like more information discuss with your case manager.

**Nye County Clients**-Van transportation is available through Nye County Health and Human Services, they are a Ryan White Part A provider. Gas vouchers may also be available depending on your location. Call 775-751-7090 for information about Nye County transportation.

**Mohave County Clients**-Transportation is provided through Ryan White Part A by North Country Health Care. Call 928-753-1177 for information about Mohave County transportation.

# Support Services for Ryan White Clients

Updated July 10, 2014

**\*Maintain eligibility for Part A, B and C so you can take advantage of needed services, such as housing, transportation, health insurance payment assistance and dental care. If eligibility lapses you may experience a gap in services. See your case manager for details.\***

## FOOD BANK/VOUCHERS

**AFAN-** Food vouchers are provided by Ryan White Part A to Part A eligible clients through the Registered Dietitian based on your medical need. You must meet with the Registered Dietitian to see if you qualify for this service. AFAN's number is 702-382-2326 select option #4 and then option #4 again.

**COMC-** Food vouchers are provided by Ryan White Part A to Part A eligible clients through the Registered Dietitian based on your medical need. You must meet with the Registered Dietitian to see if you qualify for this service. COMC's number is 702-657-3873.

**St. Therese**-is a privately funded Catholic organization, they are not a Ryan White provider. Their services include a food pantry and clothing room open Monday-Thursday 8am-3pm and Friday 8am-12pm, Albertsons food cards on the 15<sup>th</sup> of every month, and haircuts every Tuesday. St. Therese is located at 100 E. Lake Mead Drive, Henderson NV 702.564.4224. AFAN provides van transportation to St. Therese twice per month on the 1<sup>st</sup> and 15<sup>th</sup> please call to reserve a space. To utilize this van transportation you must be Part A eligible.

You must register with St. Therese prior to accessing their services. To register you must be HIV positive and take your current labs (CD4 and viral load) dated within the last 6 months and a photo ID. They will have you complete 4 pages of paperwork that will take about 10 minutes. This can be done any day except on food card day which is generally the 15<sup>th</sup> of every month-call to confirm an appropriate day for registration.

If you are new to St. Therese they will provide you with grocery bags to take your food home on your first trip only. After your first trip you must bring your own bags to take your food home in. If you are riding the bus many bus drivers allow only 4 bags of food per person during busy times of the day as it can take up too much room or be a hazard if it is placed in the aisle.

They have a smaller food pantry at the St. Rose San Martin hospital campus at 8280 West Warm Springs Road Las Vegas NV 702-336-2997 open 9am-12pm Monday-Friday.

**Nye County Clients-** Nye County Health and Human Services has a robust food bank on site, and provides vouchers through Ryan White Part A to assist with obtaining cleaning and personal hygiene supplies. Call 775-751-7094 for information about eligibility requirements.

**Mohave County Clients-** Food Vouchers are provided through Ryan White Part A by North Country Health Care. Call 928-753-1177 for information about eligibility requirements.

**Other community food resources-**Please ask your case manager for a Resource Directory, it has a list of community food pantry's/hot meal programs in your area.