

Case Management Services

For Ryan White HIV/AIDS Treatment Extension Act

Service	Medical Case Management	Non-Medical Case Management
Primary Goal	Improving health outcomes	Improving access to medical, social, community, legal, financial and other needed services
Primary Client Focus	For individuals unable to access or stay in HIV medical care	For individuals in HIV medical care but unable to access certain services
Qualified Staff	Provided by interdisciplinary team – service providers are medically credentialed persons or other healthcare staff who are part of the clinical care team.	Non-medically credentialed staff.
Key activities	<ul style="list-style-type: none"> • Initial assessment of service needs • Development of a comprehensive individualized care plan (ICP) • Continuous client monitoring against ICP • Re-evaluation of ICP every 6 months • Ongoing assessment of client/family needs • Coordination and follow-up of medical treatments • Treatment adherence counseling for complex HIV/AIDS treatments 	<ul style="list-style-type: none"> • Initial assessment of service needs • Development of an individualized care plan • Continuous client monitoring against ICP • Re-evaluation of ICP every 6 months (if necessary) • Ongoing assessment of client/family needs
Other Services Provided	Benefits counseling to obtain access to health care, insurance plans and pharmacy assistance programs. Referrals and assistance in obtaining medical, social, community, legal, financial and other services as needed.	
Service units	Services cover all types of encounters and communications (e.g., face-to-face, telephone contact, other)	