



Non-Medical Case Management Services

2010 Service Area Review Summary

HRSA Support Service

Essential Access Service—
Continuum of Care

Comprehensive Plan—YES

Case Management (Non-Medical) - includes the provision of advice and assistance in obtaining medical, social, community, legal, financial, and other needed services. Non-medical case management does not involve coordination and follow-up of medical treatments, as medical case management does. Includes the following service activities:

A. Benefits Counseling - provides information related to returning to or leaving the work place, health insurance and disability benefits, and public health and income assistance programs to people living with HIV/AIDS. Also provides advocacy on behalf of individual clients who are encountering system barriers in accessing benefits through interaction with HIV specific and non-HIV specific providers.

B. Treatment Adherence Counseling - the provision of counseling or special programs to ensure readiness for, and adherence to, complex HIV/AIDS treatments by non-medical personnel outside of the medical case management and clinical setting.

There are currently 3 contracts with metro providers and 1 contracts with greater MN providers to serve 390 and 60 clients respectively.

DATA SUMMARY HIGHLIGHTS

The Council does not currently allocate resources to Treatment Adherence Counseling.

In the 2010 Comprehensive Needs Assessment of Minnesotans Living with HIV Disease, 71% of the 326 respondents indicated that they had not received counseling and/or information related to returning to or leaving the work place, health insurance and disability benefits, and public health and income assistance programs within the past year. Of those who had not received counseling and/or information related to returning to or leaving the work place, health insurance and disability benefits, and public health and income assistance programs in the past year (n=233), Twenty-seven people (11%) indicated that they needed to receive counseling and/or information related to returning to or leaving the work place, health insurance and disability benefits, and public health and income assistance programs in the past year. The barriers or reasons listed by those 27 people who needed to but were unable to receive counseling and/or information related to returning to or leaving the work place, health insurance and disability benefits, and public health and income assistance programs during the past year included inconvenient process/poor information (12), inability to find information about services (10), personal/health issues (6), budget cuts/plan ended (2), transportation issues (2), income level too high (1), and rural area (1).

In the 2010 Comprehensive Needs Assessment, respondents answered similarly when asked, "During the past 12 months, did you receive assistance in finding the best health insurance option or benefit package that best suits your needs?" Sixty-seven percent of the respondents (n=326) indicated that they had not received assistance in the past 12 months finding the best health insurance option or benefits package that best suits their need. Of those who had not received assistance in the past 12 months finding the best health insurance option or benefits package that best suits their need (n=219), Twenty-nine people indicated they needed assistance in finding the best health insurance option or benefit package that best suits their needs. The barriers or reasons listed by those 29 people who needed to but were unable to receive assistance in finding the health insurance option or benefit package that best suits their need during the past year included inconvenient process/poor information (16), complicated system (6), and income level too high/low (2).

CURRENT RANKINGS

COUNCIL (2008)	CONSUMERS (2010)
12 out of 24 service areas	16 out of 25 service areas

ALLOCATIONS HISTORY

FY	ALLOCATION	% CHANGE	SPENT	% UTILIZED
2010	\$161,000	-5%		
2009	\$168,600	17%	\$168,600	100%
2008	\$163,600	36%	\$107,083	65%

UTILIZATION HISTORY

FY	# Accessing Service Area or Activity	% of All HIV/AIDS Cases	% of Unduplicated RW Clients
2009	275	4% (n=6,552)	7% (n=3,700)
2008		% (n=6,221)	% (n=4,713)
2007		% (n=5,950)	% (n=4,038)

ASSESSMENT OF NEED

2010 COMPREHENSIVE NEEDS ASSESSMENT (SELF ASSESSMENT BY CLIENTS n=326)		
Accessed Service (Last 12 Months) n=93	Didn't Access (Last 12 Months) n=233	Didn't Access but Needed to (Last 12 Months) n=27
29%	71%	11%

