



Questions & Answers on HealthPAC for Ryan White HIV/AIDS Program Clients and Providers

Q. What are HealthPAC and the LIHP?

- A. HealthPAC is a new program for low-income, uninsured people in Alameda County. It started July 1, 2011, and is run by the Alameda County Health Care Services Agency (HCSA). The Low Income Health Program (LIHP) is part of HealthPAC and provides federal support for low-income people living in Alameda County who meet certain federal requirements and income guidelines.

HealthPAC has three categories of members based on income, ability to meet Deficit Reduction Act (DRA) requirements, and other coverage. Health Care Reform will change HealthPAC in January 2014.

▶ **HealthPAC MCE**

Medi-Cal Coverage Expansion (MCE) members will be eligible for Medi-Cal in January 2014. This is an LIHP category.

▶ **HealthPAC HCCI**

Health Care Coverage Initiative (HCCI) members will be eligible for the Health Exchange in January 2014. This is an LIHP category.

▶ **HealthPAC County**

“County” members stay in the County program. This is *not* an LIHP category.

Q. How will I know if I am in HealthPAC and the LIHP?

- A. If you apply for HealthPAC and get an ID card that says “MCE” or “HCCI” in the upper right corner, you are in the LIHP. If you get an ID card that says “County” in the upper right corner or receive a denial letter from HealthPAC, you are not in the LIHP. If your card does not say which HealthPAC category you are in, you may call HealthPAC Customer Service at 1-877-879-9633 and ask if you are in MCE, HCCI, or County.

Q. Why do I need to know about HealthPAC?

- A. Federal rules say that Ryan White HIV/AIDS Program (“Ryan White”) funds must only be used when an HIV/AIDS client is not eligible for other federally-funded services. Because some of HealthPAC is federally-funded, clients enrolled in HealthPAC MCE or HealthPAC HCCI are no longer eligible for some Ryan White-funded services or the AIDS Drug Assistance Program (ADAP). Clients should speak to an ADAP enrollment worker or a HealthPAC eligibility worker to find out whether they can still receive Ryan White-funded services or ADAP.

Q. Do all Ryan White Program clients have to enroll in HealthPAC?

- A. No. If you have Medi-Cal or Medicare, this change will not affect you. If you are uninsured and only receive Ryan White-funded services, the ADAP enrollment worker will do a preliminary LIHP eligibility screening when you have your initial or annual renewal ADAP appointment. If you do not meet the preliminary LIHP eligibility, you will be enrolled in ADAP or stay on ADAP and continue to receive Ryan White-funded services. If you meet the preliminary LIHP eligibility, you will be referred to a HealthPAC eligibility worker (in most cases this will be in the same agency where your ADAP enrollment is done).

Q. How do I know if I am eligible for HealthPAC and the LIHP?

A. You may be eligible if:

- You are an Alameda County resident AND
- You are a U.S. citizen or have been a legal permanent resident for at least five years AND
- You are age 19 to 64 AND
- Your income is 0-200% (up to \$1,862 per month for a single person) of the Federal Poverty Level AND
- You are not eligible for, or enrolled in Medi-Cal AND
- You aren't pregnant

Q. How do you apply for HealthPAC?

A. Your ADAP enrollment worker will do a quick screening. If they are certain you are not eligible, you can stop there and you will continue to receive Ryan White services and ADAP. If the screening says you MAY be eligible, you will be connected with a HealthPAC eligibility worker to do an application. Most of the Ryan White medical providers have eligibility workers on-site who do both ADAP and HealthPAC.

After applying for HealthPAC:

- If you get enrolled in HealthPAC MCE or HealthPAC HCCI, you will no longer be eligible for some Ryan White services or ADAP. You will receive a HealthPAC welcome packet and ID card in the mail.
- If you receive a HealthPAC card in the mail, but it says "County" on it, you are still covered by Ryan White/ADAP.
- If you receive a denial letter from HealthPAC, you should bring it to your ADAP enrollment worker. Depending on your denial reason, you can keep your Ryan White/ADAP. Your ADAP enrollment worker can help make sure that you maintain coverage.

Q. Does enrolling in HealthPAC and the LIHP mean that a former Ryan White Program client will have a new doctor or pharmacy?

A. Maybe. Most Ryan White providers are in the HealthPAC provider network, so most likely you won't need to change. ***There are only a few pharmacies available and you may need to change pharmacy sites.*** The providers listed below are part of the HealthPAC provider network and provide HIV/AIDS services. You will need to select a new provider if your Ryan White provider is not listed below. Talk to your medical home (your HealthPAC primary care site) to make sure that you go to a pharmacy that will be able to fill your prescriptions. It's critical that you do not stop taking your HIV medications, so plan ahead.

Medical Homes	Pharmacies
AIDS Healthcare Foundation (AHF) – "Magic Johnson" Health Care Clinic 400 - 30th Street, Suite 300, Oakland	<ul style="list-style-type: none"> • You will get your HIV/AIDS drugs from a pharmacy offered by your Medical Home. • Call your Medical Home to ask which pharmacies you may go to for your HIV/AIDS drugs. • Some medical homes offer prescription drug delivery options.
Asian Medical Center 818 Webster Street, Oakland	
East Bay AIDS Center (EBAC) 3100 Summit Street, 2nd Floor, Oakland	
Highland Adult Immunology Clinic – Alameda County Medical Center 1411 East 31st Street, Oakland	
La Clinica de La Raza – Transit Village 3451 East 12th Street, Oakland	
LifeLong Medical Care – Berkeley Primary Care Access Clinic 2001 Dwight Way, Berkeley	
LifeLong Medical Care – East Oakland 10700 MacArthur Blvd., Ste. 14B, Oakland	
LifeLong Medical Care – West Berkeley Family Practice 2031 Sixth Street, Berkeley	
Tri-City Health Center – State Street site 39184 State Street, Fremont	

Q. What services does HealthPAC cover?

A. Like the Ryan White Program, HealthPAC is not insurance. It does, however, cover a wide range of services that include:

- Preventive and Routine Care
- Specialty Care
- Urgent Care
- Hospital Care
- Emergency Care
- Mental Health Care
- Emergency Dental Services
- Laboratory Services/Tests
- Medical Equipment & Supplies
- Non-Emergency Transportation
- Prescriptions (including HIV/AIDS prescriptions covered under ADAP)
- Physical Therapy
- Podiatry
- Prosthetics and Orthotics
- Radiology

Certain brand-name drugs you take may be switched to generics. The U.S. Food and Drug Administration (FDA) requires that generic drugs have the same quality, strength, and purity as brand-name drugs. Brand-name drugs are usually given patent protection for 20 years. Once the patent expires, other companies can produce generic drugs with FDA approval.

Q. What if I was getting a service under Ryan White that isn't covered under HealthPAC?

A. If you were receiving a Ryan White service that isn't covered under HealthPAC, like dental, you can continue to receive dental services through the Ryan White provider.

Q. Who can answer my questions about my health care coverage?

A. First, talk to your ADAP enrollment worker about whether you might be eligible for HealthPAC. He or she may refer you to a HealthPAC eligibility worker who can talk to you about HealthPAC and help you apply. Your HealthPAC eligibility worker can answer questions about health care programs and your application status. People living with HIV/AIDS can also find information about HealthPAC at www.officeofaids.org.

If you get a HealthPAC welcome packet and ID card in the mail and have questions about HealthPAC, call HealthPAC Customer Service at 1-877-879-9633, 8 a.m. – 5 p.m., Monday – Friday. This line is for people enrolled in HealthPAC. To learn more about HealthPAC, go to www.acgov.org/health/indigent/pac.htm.

If you have questions about getting health related services and are not enrolled in HealthPAC, call the Alameda County Public Health Clearinghouse at 1-888-604-4636, 8:30 a.m. – 5p.m., Monday – Friday.