

# CLIENT HANDBOOK



BEAUFORT-JASPER-HAMPTON  
COMPREHENSIVE HEALTH SERVICES, INC.

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P.O. BOX 357  
RIDGELAND, SC 29936



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Beaufort-Jasper-Hampton Comprehensive Health Services (BJHCHS) is a non-profit agency whose mission is to provide quality, affordable, accessible and comprehensive health care services to the South Carolina Lowcountry Community. We provide medical care and medical case management services for people living with HIV/AIDS and by educating the community to prevent the spread of HIV.

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## CASE MANAGEMENT SERVICES

Case managers (CM) help clients with several needs. To receive these services you must work with your assigned case manager to complete an assessment. During the assessment, your case manager will explain program guidelines and procedures that you must follow in order to receive services.

During the evaluation, you must give the case manager information to show that you qualify for services, including proof of income and proof of insurance (Private, Medicare, or Medicaid) or supporting documentation of lack thereof. To maintain case management services, you must meet with your case manager regularly and also complete a bi-annual and annual assessment. Please refer to page 4, in reference to program policies for further information.

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## REFERRAL & COMMUNITY SERVICES

- Referral Services: Your CM knows about local drug and alcohol abuse services, mental health counseling, crisis programs and other special services such as Community Long Term Care, Disability, Medicaid, and Social Security.
- Supportive Needs Referral: Your CM can refer you to local food banks, emergency financial assistance, and HOPWA housing vouchers available through the ACCESS NETWORK.
- Nutritional Needs: As a client, you are also able to meet with a registered dietician. If needed, nutritional supplement drinks are provided as prescribed by your physician or nutritionist.
- Financial Assistance: If you qualify, your CM can help with medication co-pays/deductibles and other medical/dental care referrals by your medical provider. You must provide proof of income to qualify for financial assistance.
- Transportation: If needed, we can help with transportation to HIV-related appointments. Moreover, Medicaid transportation is available for those who have Medicaid. **Please call your case manager 5 days in advance for transportation assistance.** Please refer to the transportation van schedule on page 6 in an effort to schedule your appointment accordingly.

**ADAP:** The SC AIDS Drug Assistance Program (ADAP) helps individuals who reside in the state of South Carolina and are infected with HIV/AIDS retrieve anti-retroviral medication or other related drugs which they cannot obtain and/or afford.

The following **ADAP** guidelines must be met and are strictly enforced:

- Have HIV/AIDS
- Live in South Carolina
- Have a limited income
- Not be eligible for Medicaid
- Not be eligible for Medicare Part D with Full Low Income Subsidy (FLIS)
- A commitment to take your medication as prescribed by your medical provider

You may lose **ADAP** benefits if you:

- Move out of South Carolina or go to jail
- Do not respond to SC ADAP letters in a timely manner
- Fail to submit all documentation at the time of recertification
- Become a recipient of Medicaid/Medicare Part D with Full Low Income Subsidy
- Make too much money (income exceeds 300% of FPL for DDP & 550% for IAP or MAP clients)

ADAP consists of three services tiers: 1) Direct Dispensing Program, 2) Insurance Assistance Program, and 3) Medicare D Assistance Program. Your case manager can help you find out if you qualify for the ADAP program as well as the appropriate service tier.

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## Program Policies

- If you need help paying for medicine, contact your case manager in an effort to receive your medication in a timely manner.
- If you are unable to reach your case manager, please leave a message. Case managers check their voicemail frequently and will return your call if you leave a message. We cover different clinics on various days so we may not be in our office. If you call after 4:30 pm, your case manager may not return your call until the next business day. In the case of a medical emergency, please call 911 or go to the nearest emergency room.
- Case managers need to meet with you on a quarterly basis to address your treatment plan.
- If you are unable to keep an appointment, please call your clinic to cancel and reschedule for a later date.
- Please be prepared to have blood drawn, receive immunizations, visit the dentist, among other procedures.
- Please have your blood drawn in a timely manner, preferably the day you are given a lab slip. Certain test results take several weeks to return and your medical provider needs those results before your next appointment.
- Proof of income or documentation verifying lack thereof must be provided within 30 days of your first visit. Proof of income must also be renewed annually. Please provide proof of income when asked. The following is acceptable documentation: Two most recent pay stubs, Federal Tax Return, W-2, Social Security Statement, Disability /VA determination, or a notarized letter from someone who is providing you with support. If you are married, we will need your spouse's income information as well.

# CLINICAL SERVICES

## Client Eligibility

Adults who are HIV positive and living in Beaufort, Jasper, and Hampton Counties can receive medical care at one of our eight facilities. Clients must receive HIV Medical Care from a BJHCHS Medical Provider in order to qualify for Ryan White program services. New clients are seen by a case manager and their medical provider at their first visit. The first appointment will include a medical exam and blood tests. We will request results for tests, which may have been received recently at other medical offices or obtain samples as needed.

- Complete Blood Count (CBC)
- Complete Metabolic Panel (CMP) - test of the liver and kidney function, and blood sugar (glucose)
- CD4—testing of immune system function (required every 3-6 months or every 12 months, if medically indicated)
- Viral Load—the amount of detectable HIV virus in the blood (required every 3-6 months)
- Lipids—cholesterol and triglycerides (required annually)
- Hepatitis—test for hepatitis A, B, and C exposure or immunity
- Syphilis , Gonorrhea, and Chlamydia (required annually)
- Other lab tests, screenings, and X-Rays as needed

## SERVICES FOR OUR CLIENTS

- **MEDICAL CARE**
- **DENTAL CARE**
- **OB/GYN SERVICES**
- **NUTRITION SERVICES**
- **RADIOLOGY SERVICES**
- **PHARMACEUTRICAL ASSISTANCE**
- **MULTI-SPECIALTY REFRRAL SERVICES**

## CLINIC HOURS

All of our clinic locations are open Monday-Friday 8:30 - 5:00 pm. Several locations also offer walk-in/same day services. For after hour emergencies, please call 843-987-7400. After hour emergencies are handled either through the physician on call or the local emergency room. Please be advised, we are closed for major holidays.

## Required Immunizations

- Pneumonia
- Influenza
- Td/Tdap
- Hepatitis A, if indicated
- Hepatitis B, if indicated

## Required Screenings

- PPD (TB test annually) or Quantiferon
- Mammogram (Women over 40 annually)
- Pap Smear (all women annually)
- Eye Exam (Diabetic or CD4 under 50)
- Colonoscopy (all clients over 50)
- Dental Exam
- Other screenings as medically indicated

# TRANSPORTATION AND SERVICE INFORMATION

## **BJHCHS VAN**

Monday—Sheldon (picks up in the Beaufort/Yemassee area)  
Tuesday—Chelsea (picks up from HHI/Bluffton area)  
Wednesday—Estill/Hampton (picks up from the Beaufort/Colleton County area)  
Thursday—Chelsea (picks up from the HHI/Bluffton area)  
Friday—Hardeeville (picks up from the Hardeeville/Ridgeland area)

## **MEDICAID VAN**

If you have Medicaid, you are eligible to ride the Medicaid Transportation van. The following are required to schedule an appointment for pick up:

- You must give at least 3 days notice
- When you call you must have:
  - Your Medicaid Number
  - Appointment date, time, and name of physician
  - Your address and telephone information

The number to schedule an appointment is:

1-866-445-9954

When you are ready to be picked up, please call:

1-866-445-9964

You may call Monday-Friday 8:00 AM—5:00 PM

To cancel a ride, please call at least 24 hours in advance.

## **CLINIC LOCATIONS**

### Chelsea

Ruth P. Field Medical Center  
721 N. Okatie Hwy 170  
843-987-7400

### Beaufort

Port Royal Medical Center  
1320 S. Ribaut Rd.  
843-986-0900

### Estill

Estill Medical Center  
776 Second St.  
803-625-2548

### Hampton

Hampton Medical Center  
200 Elm Street  
803-943-2233

### Hardeeville

Donald E. Gatch Medical Center  
522 Stiney Rd.  
843-784-2181

### Ridgeland

Ridgeland Family Medical Center  
1520 Grays Hwy.  
843-726-3979

### Sheldon

Elijah P. Washington Medical Center  
211 Page Point Rd.  
843-846-8148

### St. Helena Island

Leroy E. Brown Medical Center  
6315 Jonathan Francis Sr. Rd.  
843-838-2086

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## SPECIAL PROGRAM STAFF

### **Special Program Coordinator/Medical Case Management Supervisor**

Monica Godfrey, MPH, CHES

Master of Public Health, Armstrong Atlantic State University  
Bachelor of Health Sciences, Armstrong Atlantic State University  
Certified Health Education Specialist  
Case Manager: Chelsea, Hardeeville, and Ridgeland

### **Medical Case Manager**

Edna Glover, MPH, CHES

Master of Public Health, Armstrong Atlantic State University  
Bachelor of Health Science in Nutrition and Dietetics, Pratt Institute  
Certified Health Education Specialist  
Case Manager: Port Royal, Sheldon, and St. Helena

### **Medical Case Manager**

Viola Staley, MA

Master of Arts in Counseling, Webster University  
Bachelor of Psychology, South Carolina State University  
Case Manager: Estill and Hampton

### **Community Outreach Worker**

Matthew Gunn, BA

Bachelor of Arts in Recreation/Sociology, Savannah State University

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# IMPORTANT NUMBERS

## **Health Departments (DHEC)**

Beaufort	843-525-7615
Bluffton	843-757-2251
Hampton	803-943-3878
Jasper	843-726-7788
Colleton	843-549-1516

## **Department of Social Services (DSS)**

Beaufort	843-470-4600
Jasper	843-726-7747
Colleton	843-549-1894
Hampton	803-943-3641

## **Medicaid**

Beaufort	843-255-6080
Colleton	843-549-1894
Hampton	803-914-0053
Jasper	843-726-7747

## **Access Network**

Okatie Office	843-379-5600
Hampton Office	803-943-0554

## **Coastal Empire Community Mental Health Center**

Beaufort	843-524-3378
Colleton	843-549-1551
Hampton	803-943-2828
Hilton Head	843-681-4865
Jasper	843-726-8030
Emergency/After Hours	1-800-922-7844

## **Social Security Administration**

Beaufort	1-866-254-3316 (TTY 1-843-524-3943)
National	1-800-772-1213 (TTY 1-800-325-0778)

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