

**WE ARE
HERE TO
HELP**

HIV, AIDS & PREVENTION *CareLine*

Provides individualized case management

At no cost to you, Patient Advocate Foundation case managers are here to help address any roadblocks to access and affordability:

Reduce Financial Burden

- Find local, regional and national resources for financial support and practical needs such as housing, utilities, transportation, and food
- Educational and emotional support resources
- Guide patients through eligible workplace protections such as FMLA and ADA
- Give assistance engaging, applying and appealing workplace benefits including short-term and long-term disability

Enroll into Appropriate Insurance, Charity and Social Programs

- Provide eligibility, enrollment and appeal navigation into Medicare, Medicaid, Social Security Disability, Marketplace, and health insurance
- Evaluate eligibility and facilitate application to charity care and discount programs

Insurance Navigation

- Assistance such as benefit review, preauthorization, clinical appeals, billing and coding issues, out-of-network, second opinions and treatment decisions, and insurance plan interpretation
- Facilitate insurance appeals process for denied treatment and medications

Case management services provide hands-on navigation of the reimbursement system, ensuring access to prescribed and emerging therapies, treatment, and practical financial support needs. Our services often address the holistic needs of the patient, recognizing that everyday barriers often impact access and compliance. Education, research, and representation across a wide spectrum of services are provided for uninsured, underinsured, and insured patients.

Who is Eligible?

- A U.S. Citizen or Permanent Resident of the U.S.
- Diagnosis or preventive treatments of HIV or AIDS
- Be receiving treatment in a facility in the United States or one of its territories



HIV, AIDS & Prevention CareLine
(877) 737-6674
Monday-Thursday: 8:30am - 5:00pm ET
Friday: 8:30am - 4:00pm ET



Contact us online 24/7 at
hivoraids.pafcareline.org