



Matthew 25  
452 Old Corydon Rd.  
Henderson, KY 42420

Phone Numbers:

Henderson Clinic: (270) 826-0200  
Owensboro Clinic: (270) 240-5355  
Evansville Clinic: (812) 437-5192  
Bowling Green Clinic: (270) 904-7029  
Toll Free: 866-607-6590  
Fax : 270-826-0212

[www.matthew25clinic.org](http://www.matthew25clinic.org)



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## Welcome to Matthew 25 AIDS Services!

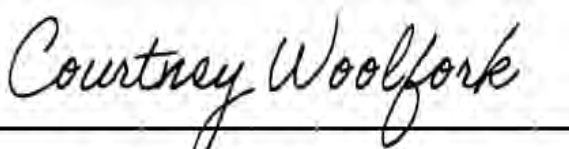
We want to welcome you to Matthew 25. It is our mission to support, educate, and treat those infected with, and affected by HIV and AIDS. We are so happy you are here and we want you to feel loved and supported. Our number one priority is to provide you with high quality services so that you can live the very best version of your life, and to support your overall wellness as a person.

Our clinics have been made possible by grants from the Health Resources and Services Administration (HRSA) Ryan White Program from the Federal Government, Indiana Department of Public Health and the Kentucky Department of HIV/AIDS, among others including donations and income from our 340 B Program – thanks to our patients for making that possible. The services of this clinic are solely the responsibility of Matthew 25 AIDS Services, Inc. and do not necessarily represent the official view of HRSA, the state of Indiana, the Commonwealth of Kentucky, or any other funder.

Please become familiar with the overview of services so that you can learn about the number of programs we have for you. We want you to be fulfilled and well – we are here for you.

Please sign up for the patient portal, download the app (healow), and follow us on social media. I am confident your experience with Matthew 25 will prove to be a life enhancing one. You will receive an annual survey to complete – we want to hear from you! Do not hesitate to provide suggestions or ask questions, or to ask how you can become more involved in your care and our mission.

See you soon,

A handwritten signature in black ink that reads "Courtney Woolfork". The signature is written in a cursive, flowing style. Below the signature is a horizontal line.

Courtney Woolfork, CEO



# Clinic Locations and Contact Information

## Henderson Clinic

452 Old Corydon Road  
Henderson, Kentucky 42420

Monday- Friday  
Hours: 9:00AM-5:00PM (CST)  
Phone: (270) 826-0200  
Toll Free: (866) 607-6590

*\*Other appointments are  
available for special circumstances*

## Evansville Clinic

Old Post Office Plaza  
101 NW 1st Street, Suite #215  
Evansville, Indiana 47708

Monday- Friday  
Hours: 9:00AM-5:00PM (CST)  
Phone: (812) 437-5192

## Owensboro Clinic

1901 Leitchfield Road., Suite A  
Owensboro, Kentucky 42303

Every Thursday  
Hours: 9:00AM-3:30PM (CST)  
Phone: (270) 240-5355

## Bowling Green Clinic

811 Fairview Avenue  
Bowling Green, Kentucky 42101

Monday- Friday  
Hours: 9:00AM-5:00PM (CST)  
Phone: (270) 904-7029



All Clinic locations are  
closed for lunch between  
12:00PM-1:00PM  
(CST).

*\*Tuesday Appointments available  
upon request*

***Call (270) 826-0200 with any  
questions regarding this schedule***

# Driving Directions

## **To Henderson Clinic**

### **From Evansville to 452 Old Corydon Rd**

Take Highway 41 into Henderson and exit 81B/ Henderson onto US 60 (Green St). Stay on US 60 (Green St.) all the way through town. Once you pass the Henderson Detention Center (on right), you will go over a bridge and see a gas station (EZ Shop) on left. At the next light, turn left. Arrive at Henderson Matthew 25 AIDS Services office on left.

### **From the Pennyrile Pkwy to 452 Old Corydon Rd**

Take exit #76/ Morganfield (U.S. 60 W) onto Henderson BYP (KY-425). Turn R on S. Green St (U.S. 60 W.) toward Henderson, once you go over the RR tracks, at the light, you will turn right onto Old Corydon Rd. Arrive at Henderson Matthew 25 AIDS Services office on left.

## **To Owensboro Clinic**

### **From Audubon Pkwy to 1901 Leitchfield Rd**

Take exit 72A on the right to merge onto Wendell H Ford/US 60 Bypass East. Take exit for KY-54/East Parrish/Leitchfield Rd toward Owensboro. Keep left to take ramp toward Owensboro. Go just past the Springs Medical Complex. Arrive at Owensboro Matthew 25 AIDS Services office.

### **From the Natcher to 1901 Leitchfield Rd**

Take exit 24 A Owensboro exit toward US-60 E/William H Natcher Parkway East. Merge onto US-60E/ Wendell H Ford Expy. Take first exit for KY-54/East Parrish/Leitchfield Rd toward Owensboro. Keep left to take ramp toward Owensboro. Go just past the Springs Medical Complex. Arrive at Owensboro Matthew 25 AIDS Services office.

## **To Evansville Clinic**

### **From I-69 to 101 NW 1<sup>st</sup> Street, Suite 215**

From the North, head South on I-69 towards I-164 E. Take IN-66 W/Lloyd Expressway, exit 7B and merge. Continue 5.58 miles Take slight right onto ramp towards Division Street. Take slight left onto W Division Street. Take the 2<sup>nd</sup> left onto Market Street (will become Ingle Street and then NW 3<sup>rd</sup> Street). Turn right onto Vine Street. Continue on Vine, take the 3<sup>rd</sup> left onto NW 1<sup>st</sup> Street. 101 NW 1<sup>st</sup> Street, Suite 215 is on the left. Arrive at Evansville Matthew 25 AIDS Services office.

### **From 41 South to 101 NW 1<sup>st</sup> Street, Suite 215**

From the North, head South on I-41. Turn left onto N Fares Avenue (becomes Canal Street and then Division Street). Turn left onto Main Street. Continue on Main, then take a slight right onto Vine Street. Continue for  $\frac{3}{4}$  of a mile, turn left onto NW 1<sup>st</sup> Street. 101 NW 1<sup>st</sup> Street, Suite 215 is on the left. Arrive at Evansville Matthew 25 AIDS Services office.

## **To Bowling Green Clinic**

### **From 231 South to 811 Fairview Avenue**

From the North, head South on William H. Natcher Pkwy toward Bowling Green. Take the US-231 exit (Exit 9) toward Bowling Green. Continue  $\frac{1}{4}$  of a mile then turn right onto Morgantown Road. Continue for 1 mile then turn left onto Veterans Memorial Ln/US-68 E/KY-880. Continue for 4 miles, US-68 E/KY-880 becomes KY-234. Continue for  $\frac{1}{2}$  mile. Turn right, arrive at 811 Fairview Avenue, Bowling Green Matthew 25 AIDS Services office.

### **From I-65 North to 811 Fairview Avenue**

From the North, head South on I-65 S toward Nashville. Take KY-234 exit (Exit 26) toward Bowling Green. Continue  $\frac{1}{4}$  mile, turn right onto Cemetery Rd/KY-234. Continue 2.6 miles. . Turn left, arrive at 811 Fairview Avenue, Bowling Green Matthew 25 AIDS Services office.

### **From US-68 North to 811 Fairview Avenue**

From the South, turn on to Russellville Rd/US-68. Continue for 7.5 miles. Turn left onto University Dr/US-68, continue for 1.5 miles. Turn right onto 7<sup>th</sup> Ave, continue for  $\frac{1}{2}$  mile on KY-234. Turn right, arrive at 811 Fairview Avenue, Bowling Green Matthew 25 AIDS Services office.

### **From I-65 South to 811 Fairview Avenue**

From the South, merge onto I-65 N toward Louisville. Take KY-234 Exit (Exit 26) toward Bowling Green. Continue  $\frac{1}{3}$  mile onto Cemetery Rd/KY-234. Continue for 2.5 miles. Turn left, arrive at 811 Fairview Avenue, Bowling Green Matthew 25 AIDS Services office.



## HISTORY OF MATTHEW 25 AIDS SERVICES

Matthew 25 AIDS Services was created in 1996 by a group of concerned members of Zion United Church of Christ who had been personally affected by the HIV/AIDS and wanted to see an organized effort in Henderson and northwestern Kentucky to fight the disease, to care for those infected and affected, and to provide education and prevention services for residents of the larger community. Matthew 25, however, offers most services regardless of geographic location.

Matthew 25 became incorporated and received 501(c)(3) nonprofit status in 1999. In 2000, Matthew 25 was awarded a Ryan White Planning Grant to evaluate the need for clinical services in the area. In 2001, Matthew 25 was awarded several prestigious awards. First was the Ryan White EIS (Early Intervention Services) Grant. This grant allowed Matthew 25 to begin providing comprehensive medical care in this area. Second, Matthew 25 received a Robert Wood Johnson Faith in Action Grant for our volunteer services. Third, Matthew 25 received funding from Kentucky Housing Corporation to assist Patients with housing and support services. Finally, a grant from the Preston Foundation allowed us to purchase a van for staff and client transportation services. Matthew 25 continues to work daily to receive additional federal, state, and foundation grants to provide services. In August of 2012 we were fortunate to receive additional Ryan White Funds for women and youth. In January of 2018, Matthew 25 began to receive funding from the Indiana State Department of Health.

Matthew 25 offers comprehensive medical and support services to those infected, as well as provides prevention education, counseling, and testing. Medical care consists of comprehensive health care provided by two HIV specialist Nurse Practitioners and a Primary Care Nurse Practitioner for HIV+ in collaboration with

an Infectious Disease Physician and includes lab monitoring, prescribing services of medication, treatment, referrals for specialty care, access to medications, nutritional support, behavioral health services, retention nurse, linkage-to-care specialists, Health and Wellness Counseling, and PrEP navigation. Special support is also provided for new patients to remove any barriers to remaining in care and attending their appointments. Support services consist of medical case management, housing assistance, medication assistance, support groups, alcohol and drug referral, transportation, and a food pantry.



## Schedule of Charges

Matthew 25 follows HRSA Ryan White legislation based on Public Health Service Act Sections 2605 (e), 2617 (c), and 2664 (e)(1)(B)(ii).

Matthew 25 is required to impose a charge of a nominal fee for Ryan White HIV/AIDS Program patients whose individual income is greater than 100% of the current Federal Poverty Guidelines (FPL).

Matthew 25 uses the following schedule of charges to impose a nominal fee based on the current FPL for those RWHAP patients without health insurance. Health insurance will be billed charges based on a fee schedule for those RWHAP patients with health insurance thus meeting the standard that Ryan White grants are payer of last resort. Proof of income is required in order to assess individual FPL status for schedule assignment.

### Schedule of Charges

FPL	0-100%	101-150%	151-200%	201-250%	251-300%	301 +%
Patient % of Charges	0%	20%	40%	60%	80%	100%
Discount on charges	100%	80%	60%	40%	20%	0%

## Cap on Charges

Matthew 25 follows legislation of Cap on Charges based on individual income. Cap on Charges is a limitation on aggregate charges imposed during a calendar year based on PWHAP patient's individual annual gross income. All fees are waived once the limit on the annual aggregate charges is reached for that calendar year. For Matthew 25 purposes, annual gross income refers to income earned during the calendar year.

- Charges allowable to be applied to the RWHAP patient's cap on charges can be:
  - Any charge for services with assistance under the grant for which a distinct fee is typically billed in the local health care market imposed by Matthew 25, or other RWHAP providers;
  - Or any charge for HIV related care to the extent the charge is in the context of (or as a result of) a HRSA RWHAP service.
  - Patient out of pocket charges related to HIV care reported to Matthew 25.

**In order to determine annual cap status, proof of income is required at first appointment and bi-annually. It is your responsibility to provide Matthew 25 with copies of statements, bills or receipts.**

The current Federal Poverty Level Guideline is used to determine eligibility status for the programs offered. The guideline is listed below:

- If your annual gross income is **less than or equal to 100%** of the Federal Poverty Guidelines you will not be charged for Early Intervention Services.
- If your annual gross income is **greater than 100% but less than 200%**, you will not be charged an amount greater than 5% of your annual gross income for the calendar year.
- If your annual gross income is **greater than 200% but less than 300%**, you will not be charged an amount greater than 7% of your annual gross income for the calendar year.
- If your annual gross income is **greater than 300%**, you will not be charged greater than 10% of your gross income for the calendar year.



## 340B Drug Pricing Program

Matthew 25 AIDS Services, Inc. participates in the 340B Drug Pricing Program in collaboration with our contract pharmacies: Coordinated Care Network (CCN) and Curren. The 340B Program allows us to purchase certain outpatient drugs at significantly discounted prices, allowing us to use these savings to serve more low-income, underinsured, and uninsured patients. We are eligible to participate in the 340B Drug Pricing Program because we qualify for Ryan White federal funding.

Monies received through the 340B Program allows Matthew 25 to:

- provide life-saving medications at the lowest possible cost to many of our patients;
- pay co-pays, deductibles, and any outstanding balances due for patients who are uninsured, or underinsured, and meet the eligibility requirements; and
- stretch our scarce resources further to offer more goods and services to our patients to meet their needs.

Goods and services we are able to provide because of these 340B monies include: our food pantry, transportation services, nutritional products, prevention supplies, and support groups provided by our licensed mental health counselors. These named goods and services are not covered by most insurances, but Matthew 25 is able to provide them to you, our patient, because of 340B monies.

Please take the time to consider participating in the 340B Program by utilizing one of our contract pharmacies (CCN or Curren) so that Matthew 25 can continue to offer these much needed goods and services to our patients. Our staff will be glad to answer any questions you may have, and walk you through the enrollment process. Thank you for your consideration.

## Patient Treatment Agreement

It is the goal of Matthew 25 AIDS Services to provide every patient with the highest quality care and services. In order to achieve this goal, patients and providers must work together as partners.

### **Patient Rights:**

- Participate in the development of your treatment plan.
- Honest communication regarding your health status, including results of diagnostic tests.
- Confidentiality regarding your medical care and all information related to that care.
- Professional, respectful care without discrimination against race, creed, color, sex, gender, age, national origin, handicap or sexual orientation.
- Receive accurate information regarding treatment options, including risks and benefits, implications of non-adherence and potential outcomes related to refusal of treatment.
- To voice grievances about the treatment provided without discrimination for doing so. If you have a complaint to report contact the administrator at (270) 826-0200 within 72 hours of the incident.

### **Patient Responsibilities:**

- Provide documentation of HIV/AIDS diagnosis.
- Keep appointments with healthcare providers.
- Be honest about your illness, including medication adherence and new symptoms.
- Treat Matthew 25 AIDS Services employees, volunteers, other patients and property with respect.
- Refrain from using alcohol, illegal substances, or carrying drug paraphenelia when on Matthew 25 premises.
- Participate in the management of your medical condition(s), including required preventative services such as; Pap Smear, lab tests and immunizations as needed.
- Inform Matthew 25 AIDS Services of any changes in your insurance, living or financial situation.

Failure to adhere to these responsibilities could result in loss of privileges as a patient with Matthew 25 AIDS Services and dismissal from care.

## First Appointment

Please read the following checklists. It is mandatory that you bring the **required** documentation to your initial visit to prevent rescheduling your appointment. If you do not have proof of your HIV status, a rapid HIV test will be performed during your first visit.

**Please arrive at least thirty (30) minutes before your scheduled appointment.** You will need to allow one and a half to two hours for the visit. If you are not able to make your appointment, please call the clinic location of your appointment at least 48 hours prior to your appointment time to reschedule. Our office hours are Monday-Friday, 9:00am to 5:00pm, Central Time. An on-call professional is available at (270) 860-1287. This number is solely to be used for questions regarding appointments, medication(s), symptoms, etc.

### **Required Documentation: (Must bring to your first visit):**

- └ Current medications you are taking in the original bottles.
- └ Proof of HIV Status (if available)
- └ Valid I.D. (drivers license, state issued ID)
- └ Name, address, phone and fax# of previous provider(s), including hospital (if applicable)
- └ Immunization records (if available)
- └ Insurance cards (these must be brought to every visit)
- └ Proof of **household** income. Example: **For each member of the household with income** - Two recent paystubs, social security award letter for the current year (amount you receive each month for disability), a copy of Income Tax from the previous year. This must be done bi-annually for Matthew 25 to remain compliant with federal grant requirements.

## Matthew 25 AIDS Services

### Patient No Show/Cancellation of Follow Up Clinic Visits

Matthew 25 understands that there will be times when you may need to cancel your clinic appointments (including appointments for support services) that sometimes happen without time for you to give us prior notice. However we would appreciate it if you could give at least 24+ hours notice whenever you are aware of a need to reschedule your appointment so that we can offer that time to another patient that may be waiting until a later date to be seen. If the clinic is closed please call the location for your appointment and leave a confidential message on our



answering machine as we check this at opening each morning and after lunch each day. If you miss more than 2 appointments we will review each case individually and determine if missing your appointments has become an issue. If we determine that it is affecting your overall health we will send you a letter to notify you of this determination.

The Retention Nurse works with all new clinic patients, as well as patients facing barriers causing them to miss their appointments. The goal of the Retention Nurse is to make sure that patients have all the necessary information and resources to be sure they can attend all of their scheduled appointments. This being said, while we wish to work with you on any issues that could cause you to miss your appointments, we must also bear in mind the many other patients that also have barriers to access and transportation, and ask that you keep this in mind when we are scheduling your future appointments and take whatever steps you can to arrive on-time.

## On-call Staff

Matthew 25 AIDS Services provides Patients with an on-call healthcare professional. This individual is available by cell phone 24 hours a day, 7 days a week. This number is to be used for emergencies only. If not an emergency, please call Matthew 25 during regular business hours.

If there is no answer, please leave a voice message including your name and number (area code included) at which you can be reached.

If the on-call staff does not return your call within thirty (30) minutes, call the clinic you had your appointment at to check the message, or alternative means of contacting the on-call healthcare professional.

Medication re-fills are processed during normal business hours and should be requested through your pharmacy. On-call services **will not** process medication refills.

To call the on-call professional, dial:

**(270) 860-1287**



**In case of medical emergencies, call 911 or go to the nearest Emergency Room.**

## Patient Portal Access

Matthew 25 is offers our patients secure internet access to their medical information online, so they may view their personal health record at any time or place (with internet access).

### Patients can:

- Request and create appointments (for non- urgent issues\*)
- Request prescription refills
- View medical records (PHR)
- Receive available educational material
- View current and past statements
- Pay bills online
- Send messages to clinical staff
- Receive health maintenance reminders

Each patient will be given a user name and password, and will receive periodic updates through the personal e-mail address on file.

Patients using the healow™ app will have access to Matthew 25's secure server.

Patients only need to provide us with a non-work related e-mail address, and then they can access their personal health record from a smart phone or any computer with an internet connection.

If you are interested in signing up, talk to one of our Clinic staff members!



## The healow™ App

healow™ is a free app available on Google Play™ or the Apple App Store® that enables patients to keep track of and record their health data. The app enables patients to connect with their healthcare provider and to have full access to a summary of their total healthcare record!

The healow™ Hub provides a platform to view patients' medical record(s) from another eClinicalWorks® practice, and patients' health tracker information from the Healow App or the Healow website from the same practice.



Patients can connect their health tracker device to the Healow App to record their health tracker information, or they can manually enter the information in the App or website! Providers can then see all of their patients' health tracker information in the eClinicalWorks Healow Hub if the patient belongs to the same practice!



## Matthew 25 AIDS Services

### Part B Medical Case Manager Program

The Kentucky HIV/AIDS Care Coordinator Program (KHCCP) is a federally funded program through the Ryan White Part B Program and is available for our Patients that reside in our region of Kentucky. Care Coordinators are also referred to as Medical Case Managers or MCMs. For Indiana Patients AIDS Resource Group provides care coordination services.

		Kentucky	Indiana
Health Insurance	Premiums paid upon state approval.	Must provide Matthew 25 with a copy of insurance policy and card. Insurance policy must have prescription coverage. Client is responsible for turning in statements in a timely manner.	Indiana residents please contact AIDS Resource Group for assistance.
Housing and Utility Assistance	Tenant Based Rental Assistance Housing Opportunities for Person with AIDS where available	Talk to the Housing Specialist to determine eligibility and obtain referral information.	Indiana residents please contact AIDS Resource Group for assistance.
Transportation	Gas cards, bus tokens, shuttle service and/or Matthew 25 volunteer transporters available on a case-by-case basis depending on need, location and availability. Uber Health can be provided for certain locations.	All transportation assistance must be for health related services only and will require documentation from service provider that appointment occurred and receipts. Future assistance will be determined by compliance with this rule. At least 7 days' notice should be given for gas cards but please allow more time if cards are to be sent via mail. Transportation provided by Matthew 25 or a shuttle service must have a 7 day notice.	See Kentucky column for information.
Nutritional Supplements	Certain types of nutritional supplements are available based on health condition.	Matthew 25 can supply Ensure to Patients who have a doctor's prescription.	See Kentucky column for information.
Grocery Assistance	Zack's Kitchen services are available for anyone who is HIV+.	Talk to your MCM or Nutrition Specialist about other community pantries that may be available in your area.	See Kentucky column for information.
Mental Health	Mental Health screenings are done annually.	Talk to your mental health counselor to obtain referral information.	See Kentucky column for information.
Vision Care	Available for Patients with a CD4 count below 200 or by health care provider referral stating vision needs are based on HIV related condition.	Talk to your MCM to obtain referral information or for other resources that may be available.	See Kentucky column for information.
Dental Care	Free dental care available through referral to the U.L. HIV Dental Program.	Talk to your MCM to obtain referral information.	Indiana residents are considered on a case by case basis.
Medication	Assistance with HIV related prescription medications may be provided.	Your MCM can help you complete application for medication assistance (including KADAP, Kentucky only). Some co-pay assistance may be available also. Talk to your MCM to obtain referral information.	See Kentucky column for information.
Other Needs	Considered on a case-by-case basis	Talk to your MCM, or Retention Nurse.	See Kentucky column for information.

**The KHCCP is largely a federally funded program and is considered the payer of last resort. Financial assistance is NOT guaranteed. Funding is limited and services may be terminated without cause. Services in each region may vary depending on funding and service priorities. The KHCCP cannot make payments directly to Patients.**



## Matthew 25 AIDS Services

### Housing Programs

**\*only available in certain Kentucky counties**

For people living with HIV, housing is an essential cornerstone of health and stability. Matthew 25 is pleased to offer housing assistance programs available to Kentucky Patients living within our service area\*. Matthew 25 housing projects are accomplished through the HOPWA (Housing Opportunities for Persons with AIDS) program, with funding provided through by KHC (Kentucky Housing Corporation), and HUD (United States Department of Housing and Urban Development). Patients may utilize our programs based on household income and the availability of funds.

**HOPWA-STRMU** is a short-term, needs-based intervention to increase housing stability and prevent homelessness. This program can assist Patients who encounter an unexpected financial hardship, such as a higher than average utility bill. Additional criteria must be met for assistance under the HOPWA program. STRMU assistance can be available for 147 days of any 52-week period.

#### **HOPWA Counties Served**

Hardin, Henderson, Daviess, Union, Webster, McLean, Ohio, Meade, Breckinridge, Grayson, Hancock, Larue, Washington, Marion, Nelson

#### **TBRA-Tenant Based Rental Assistance**

For some Patients more intensive housing support is necessary. Tenant Based Rental Assistance is an income based program that can make up the difference between a client's income, and what a client can actually afford to pay. TBRA funds can provide a monthly rental subsidy, a Security Deposit and a Utility Deposit. These deposits are only given one time and the client must carry the deposits forward should they move.

#### **TBRA Counties Served**

Henderson, Daviess, McLean, Ohio, Meade, Breckinridge, Union, Webster, Grayson, Hancock and Hardin Counties.

It is estimated that as many as half of all people living with HIV/AIDS will need housing assistance at some point during their illness. For many of those individuals, short-term assistance with rent, mortgage, or utility costs will provide the support necessary to remain in stable housing and stay healthy. Matthew 25 Housing Programs help ensure that people living with HIV can access and maintain necessary medical care by assisting them with stable housing and related support services.

Please ask to speak with the Housing Support Specialist if you are interested in either of these two programs.

*\* For those outside of Matthew 25's Housing Program service area, residents of Kentucky may be able to receive services from Heartland Cares. Indiana residents may be able to receive services from AIDS Resource Group (ARG). Please speak with your Medical Case Manager or Care Coordinator for this referral information.*



## Matthew 25 Patient Transportation Agreement

Matthew 25 AIDS Services believes in your holistic health care. It is difficult to take care of your illness if you are unable to keep your appointments due to lack of transportation. We will assist you in finding transportation assistance to medical, mental health, dental appointments as well as support group based on your location and qualifications.

### Transportation assistance includes, but is not limited to:

1. Medicaid transport systems: Medicaid varies by state. Each Medicaid transport system has specific requirements. Ask your Medical Case Manager (MCM) for assistance.
2. Bus tokens for local transit: Matthew 25 can provide tokens for Henderson, Owensboro, and Bowling Green in Kentucky and Evansville, Indiana.
3. Gas cards: Gas cards can be used to pay for transporting yourself or transportation provided by a friend, or family member.
4. Assistance booking Taxis or Uber Health: Contact MCM, Care Coordinator (CC), Linkage to Care, or a Community Services Team-member.
5. Transportation provided by a volunteer, shuttle service, or a Matthew 25 employee.

### Patient Responsibilities:

#### If transportation assistance is provided with bus tokens or gas cards:

1. Matthew 25 is **not** responsible for lost or stolen bus tokens or gas cards.
2. Gas cards **MUST** be requested 7 days prior to your appointment if they are mailed to your home. Gas cards can be requested from your medical case manager.
3. Gas cards can be picked up at an office location, **MUST** be requested 2 days prior to pick up.
4. You must return gas card receipts and proof of appointment attendance to your MCM before being able to receive future gas cards.
5. If gas cards are declined at the pump, you must provide proof to your medical case manager before any replacement cards will be issued.

#### If Matthew 25 is providing transportation by driver, shuttle or Uber.

1. If you have a pick up time before 9AM and need to cancel, call the On-Call phone at 270-860-1287. For other cancellations, provide 24 hours' notice by calling the nearest Matthew 25 office.
2. Matthew 25 will only provide transportation to medical and dental appointments, as well as Matthew 25 activities.
3. Schedule transportation as soon as you are aware of your next appointment. Transportation **MUST** be scheduled 7 days prior to the appointment. Later notice means we cannot guarantee transportation; it is scheduled on a first-come, first-serve basis.
4. Make any specific needs or accommodations known at the time of scheduling your transportation.

Revised 3/16/21-sw

5. Contact your MCM, the Community Services Coordinator (CSC), or Director of Community Services (DCS) to make changes to or arrange your transportation.
6. Matthew 25 reserves the right to place a patient on probation for the following:
  - a. last minute changes before scheduled pick up time, no-shows, or a gross violation of patient responsibilities.
7. Be respectful of drivers and fellow patients.
8. No smoking in any Matthew 25 vehicle.
9. Seatbelts must be worn in vehicle at all times.
10. Clean up after yourself and take all personal belongings when exiting the vehicle. Matthew 25 is not responsible for your personal property.
11. Understand Matthew 25 driving staff have signed confidentiality forms and are obligated to keep your information confidential.
12. Report any transportation issues to the Director of Community Services at our Henderson location.

I understand that any violation of the above policy can result in probation from the transportation program, during which Matthew 25 will not transport me. When the probation period is complete, I will be able to receive transportation from Matthew 25 again. I understand if I choose to continuously disregard the transportation agreement without improvement, Matthew 25 reserves the right to discontinue transportation for me. I will be notified by the Director of Community Services regarding the terms of the probationary period or discontinuation if applicable.

### **Patient Communication Options for Matthew 25 Transportation Services:**

#### **Acknowledgement:**

- I understand SMS text is not a secure form of communication, and messages are not encrypted.
- I understand there is no way to ensure that any messages aren't accessed by those other than the intended recipient once it reaches a mobile device.
- I understand the telecommunication providers that transmit SMS messages are not subject to HIPAA regulations.
- I understand that I may choose to provide the Matthew 25 Driving Staff my cell phone number in order to contact me for transportation purposes.
- I understand the cell phone numbers used to contact me for transportation purposes are not the driver's personal cell phone numbers and these numbers will not be maintained after business hours *and* may be monitored by more than one staff member.
- I understand Matthew 25 driving staff will not send any protected health information via SMS text from the transportation cell phone numbers.
- I understand if I send any identifying information or personal health information to the Matthew 25 Driving Staff, I accept the risk involved and will not hold Matthew 25 staff or organization responsible.
- I understand that it is my responsibility to inform Matthew 25 of any changes or updates to phone numbers or addresses.

Please initial by your communication preference for transportation purposes. Choose only one.

\_\_\_\_\_ I wish to receive SMS text messages *and* phone calls from Matthew 25 Driving Staff.

\_\_\_\_\_ I wish to receive phone calls only from Matthew 25 Driving Staff.

\_\_\_\_\_ I wish to receive SMS text messages only from Matthew 25 Driving Staff.

\_\_\_\_\_ I do ***not*** wish to receive SMS text or calls from Matthew 25 Driving Staff.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient ID# (office use only)



### **Transportation Services Waiver Form**

In some cases, Matthew 25 AIDS Services, Inc. (“Matthew 25”) may offer transportation or shuttle services to and/or from medical appointments and/or hospital discharges (“Transportation Services”). In these cases, Transportation Services may be carried out by an employee or volunteer of Matthew 25 (“Matthew 25 Driver” or “Driver”).

I understand that no information communicated by a Matthew 25 Driver during or in connection with the provision of Matthew 25 Transportation Services shall constitute medical advice, diagnosis, treatment, treatment plan, or opinion, nor shall any communication be a substitute for communicating with a licensed medical professional regarding medical advice, diagnosis, treatment, treatment plan, or opinion. I understand that if there is any conflict between any information communicated by a Matthew 25 Driver and the information received from a licensed medical professional related to my medical condition, I should follow the instruction of the licensed medical professional. If I believe there is an emergency, I should contact a licensed medical professional or call “911” immediately. My use of Matthew 25 Transportation Services does not create a medical or professional relationship with Matthew 25 or its Drivers.

By signing this waiver, I hereby release, absolve, indemnify, and hold harmless Matthew 25 and its officers, agents, and Drivers from any and all suits, claims, causes of action, damages, losses, injuries, and any other compensable loss of any type directly or indirectly arising from any communication, or lack thereof, with Matthew 25 or its Drivers during or in connection with the provision of Matthew 25 Transportation Services.

☒ I have read this form and certify that I understand and agree to its contents.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Zack's Kitchen Food Pantry

Matthew 25 AIDS Services Inc. supports its patients with a holistic approach that includes helping meet nutritional needs. Zack's Kitchen offers food to anyone who is HIV positive. Being a patient of Matthew 25 is not a requirement to receive food from the food pantry.

Each month, participants can receive a supplemental supply of food. Participants can expect to receive canned goods, pastas and rice, drinks, breakfast items, snacks, frozen meats and vegetables, and some fresh foods and personal essentials. Matthew 25 offers a variety of options for helping connect individuals with food services. These options include: a shopping experience at Zack's Kitchen at the Henderson location, receiving food twice monthly through the food delivery program available in some locations, or a pick-up of a premade package of food from a satellite clinic location. Patients can talk to their medical case manager about an option that works well for them.

### **Henderson Location**

Zack's Kitchen Food Pantry  
452 Old Corydon Rd  
Henderson, Kentucky 42420

#### **Pantry Hours:**

Mon & Fri (Tue upon request)  
9am to 4pm (closed 12-1pm)

Henderson Delivery  
2<sup>nd</sup> and 4<sup>th</sup> Tuesday  
9:30am-11am

### **Owensboro Location**

Owensboro Satellite Clinic  
1901 Leitchfield Rd Suite A  
Owensboro, Kentucky 42303

Food pickup available  
during clinic hours:  
(closed 12-1pm)

Owensboro Delivery  
1<sup>st</sup> and 3<sup>rd</sup> Tuesday  
9am-11am

### **Evansville Location**

Evansville Satellite Clinic  
101 NW First St Suite 215  
Evansville, Indiana 47708

Food pickup available  
during clinic hours:  
(closed 12-1pm)

Evansville Delivery  
2<sup>nd</sup> and 4<sup>th</sup> Thursday  
8am-9am

### **Bowling Green Location**

Bowling Green Satellite Clinic  
811 Fairview Ave  
Bowling Green, Kentucky 42101

Food pickup available  
\*On emergency basis only  
during clinic hours:  
(closed 12-1pm)

### **Nutrition Specialist Services**

The food pantry also houses the Nutrition Specialist who provides wellness and nutrition counseling and can help participants get connected to other food resources. If you are in need of additional support with your diet or physical activity, please contact, BethAnne Clayton, Nutrition Specialist.

For any additional questions or concerns, or if you need to make special arrangements, feel free to call the Nutrition Specialist or Director of Community Services at 270-826-0200 or toll free at 866-607-6590.





# Support Groups

## **Owensboro, Kentucky**

1<sup>st</sup> Monday Monthly  
First Presbyterian Church  
1328 Griffith Avenue  
Owensboro, Kentucky  
11:30am to 2:00pm CST



## **Henderson, Kentucky**

3<sup>rd</sup> Friday Monthly 452  
Old Corydon Road  
Henderson Clinic  
10:30 am to 12:00 pm CST

## **Evansville, Indiana**

4<sup>th</sup> Friday Monthly  
Old Post Office Plaza  
101 NW 1st St, Suite 215  
Evansville Clinic  
10:30 am to 12:00 pm CST

## **Bowling Green, Kentucky**

TBA

### **What is Support Group?**

Support group consists of those infected and affected by HIV/AIDS and a trained facilitator. The group meets once every month at a regular time. The group meets to discuss issues affecting their lives and their concerns, in a non-threatening, nonjudgmental environment. It is a forum to take back control over their lives and reduce feelings of isolation through the shared experiences of others.

### **Confidentiality**

Confidentiality is of paramount importance. We must always keep confidentiality in mind. This is seen as an important value in the groups. It needs to be respected so that everyone feels comfortable. Group members are asked to commit to never talk about what goes on in the group in a way that may reveal the identity of a group member.

### **Objectives**

Provide a safe place to express feelings (of sadness, fear, guilt, anger, loneliness etc.), discuss topics such as sex issues, disclosure, work/employment, treatment and medical issues etc. The members of the group decide on ground rules, discussion topics and invite guest speakers. To explore quality of life options how others deal and live with HIV. Find practical ways to live day by day with the virus. Establish support networks for group members.

### **How to Join a Group**

Ask to speak with one of the Matthew 25 support group facilitators to add you to the list for the next available Support Group. They will be available to answer any questions you may have concerning Support Groups. For information on the next available Support Group call Matthew 25: (270) 826-0200 or (866) 607-6590. Transportation services will be available to those that qualify.

## Matthew 25 AIDS Services

### Prevention and Outreach Services

Matthew 25 AIDS Services, Inc. outreach and prevention staff attempts to provide services to those who are HIV negative and positive. We continually work to provide the latest in HIV education, as well as provide services to prevent the spread/transmission of HIV/AIDS. The following services are offered to the community and our patients free of charge.



#### **Community Outreach, Health Education/Risk Reduction**

Matthew 25 AIDS Services, Inc. provides outreach and education to the community-at-large, including all levels of educational environments, health fairs and events, homeless shelters, drug/alcohol treatment facilities, workplaces, community groups and social gathering places.



#### **Testing and Counseling**

Matthew 25 AIDS Services, Inc. provides HIV testing and counseling to anyone who is interested. Testing can be done anonymously and confidentially in both Indiana and Kentucky. Results in 60 seconds with a simple finger stick.



#### **Risk Reduction Planning (RRP)**

Provide counseling to Patients who are living with HIV and who are negative. Help client develop tangible goals and steps that he/she will make to address their current risk behaviors.



#### **Safer Sex Materials and Education**

In an attempt to keep you safe, various types of male and female condoms, lubricants, and dental dams are always available to you. Patients can obtain these during office visits or via phone requests.



#### **Evidence-based Curriculum**

Evidence based curriculums offered to groups of youths or adults in all settings that provides knowledge, confidence and skills necessary to reduce the risks of sexually transmitted infections (STIs), HIV and pregnancy.

# Matthew 25 AIDS Services

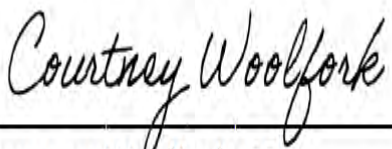
## Grievance Procedure

### **Purpose**

The purpose of this policy is to establish guidelines for the patient or caregiver of a patient to voice a grievance if they feel as though they have not received fair treatment by the staff or volunteers of Matthew 25 AIDS Services. No patient or caregiver will be retaliated against for exercising the right to file a grievance.

### **Procedure**

- A. Initial grievance reports will initially need to be reported to the Chief Executive Officer (CEO) or Chief Clinical Officer (CCO) in the CEO's absence. Grievances should be filed within 72 hours of any specific incident. Person filing the grievance will receive a response in writing from the organization representative within seven (7) business days.
- B. If resolution is not attained to the satisfaction of the patient/caregiver, then the patient/caregiver will be instructed to submit the grievance in writing to the Board President. The Matthew 25 AIDS Service's employee/volunteer involved must also submit their account of the incident to the Board President. The Board President will review the grievance and investigate the issue(s) within seven (7) business days and respond to the client/caregiver in writing of the decision regarding the grievance.
- C. If resolution continues to be unmet to the patient's/caregiver's satisfaction, the patient/caregiver will be instructed to submit written grievance to the Board of Directors. The grievance will be forwarded to the third party for Matthew 25 AIDS Services, Leslie Newman, Attorney – At – Law. Ms. Newman will request both parties any further information that she may need to help resolve the grievance. She will issue a written statement to both patient/caregiver and to the Board of Directors. The grievance and the statement from attorney will be reviewed at the next monthly board meeting and the patient/caregiver will receive their decision in writing with ten (10) days of the meeting.
- D. The decision reached by the Board of Directors will be final.
- E. Patients/caregivers who are not satisfied with the grievance resolution of Matthew 25 AIDS Services have the right to inform the program funder about the circumstance surrounding the grievance. The funder, when willing, will make decisions based on their programs specific policies and procedures.



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Courtney Woolfork, CEO

## Matthew 25 AIDS Services, Inc.

### HIV/AIDS Information Sheet

#### **What is HIV?**

- HIV is the virus that causes AIDS.
- HIV stands for Human Immunodeficiency Virus.
- If someone has this virus in his/her body then that person has HIV. It does not mean that the person has AIDS.
- The virus attacks the person's immune system.
- Everyone reacts differently to this virus. Some people may have no symptoms for a long time and some people may have many serious symptoms.
- Seeing your healthcare provider on a regular basis is very important in controlling this disease. The healthcare provider can monitor your disease by checking your CD4 count and viral load on a regular basis.

#### **What does the CD4 count mean to me?**

- Blood consists of two kinds of cells; one kind is red blood cells and the other kind is white blood cells.
- White blood cells are part of the immune system. One kind of white blood cells is the T-Lymphocyte.
- Some T-Lymphocytes contain a marker called the CD4 marker. These cells are the ones that the HIV virus attacks.
- When the healthcare professional draws blood to check your CD4 count, he/she is looking to see how many of the T-Lymphocytes in your blood that have not been attacked by the HIV virus. This helps to show if your medicine is doing its job or if it is time to start medication.
- Individuals with a CD4 count of less than 200, who are exhibiting symptoms of the disease, are considered to have developed AIDS.

#### **What does the viral load mean to me?**

- The viral load is also a test that your healthcare provider can run on a sample of your blood.
- This test tells your healthcare provider how much HIV virus is in your blood. This also helps to show if your medicine is fighting the virus effectively or if you need to start medication.

#### **What now?**

- Treating HIV is not just about treating your physical health. Treating this disease means treating your mind, body, and spirit. We want to help you to be the healthiest person you can be but we can only do this with your help.

## What can you do to help others at Matthew 25?

- Matthew 25 relies on billing covered services for our insured patients who have insurance. The money received from the insurance company goes into our Program Income which then helps care for those who do not have access to insurance.
- If you are a new patient and you have no insurance someone has done this for you. Pay it forward.
- If you come to us uninsured and later receive insurance you can stay here and pay it forward.
- We also have several pharmacy programs that help cover medications and supportive services for our uninsured patients. Many local Currant and Coordinated Care Networks provide in store service or a mail order pharmacy. Talk to our staff today to see if you can help others in this way. Pay it forward.
- Volunteer. If you have time on your hands and would like to be on our Quality Care Committee, or you don't have anything to do with your hands you can make safe sex kits for prevention. Pay it forward.



