

**Norfolk Transitional Grant Area (TGA) List of Service Providers**

AGENCY NAME	AGENCY/ADDRESS/TELEPHONE NUMBER	Medical Case Management	Early Intervention Services	Health Insurance Premium/Cost Sharing Assistance	Housing Services	Mental Health Services	Oral Health Care	Outpatient Ambulatory Health Services	Medical Transportation	Emergency Financial Assistance	Non-Medical Case Management	Food Bank/Home Delivered Meals	Referral for Health Care and Supportive Services
<b>CAN Community Health</b>	1001 Monticello Ave., Norfolk, VA 23510 (757) 346-5770							●					
<b>EVMS-C3ID</b>	825 Fairfax Avenue, Suite 572, Norfolk, VA 23507 (757) 446-8989 MCM; (757) 446-8999 OAHHS	●		●				●	●	●			●
	358 Mowbray Arch, Suite 106, Norfolk, VA 23507 (757) 446-6170												
<b>Hampton Roads Community Health Center/O.V. Medical and Dental Center (Healthy Smiles)</b>	664-A Lincoln Street, Portsmouth, VA 23704 (757) 399-4588						●						
	9581 Shore Drive, Norfolk, VA 23518 (757) 393-6363												
<b>Holistic Life Services, Inc.</b>	5267 Greenwich Road Suite 101 E Virginia Beach, VA 23462					●							
<b>LGBT Life Center</b>	248 West 24th Street, Norfolk, VA 23517 (757) 640-0929	●	●	●		●			●		●		
	3309 Granby Street, Norfolk, VA 23504 (757) 625-6992												
<b>Minority AIDS Support Services, Inc. / International Black Women's Congress</b>	247 28 <sup>th</sup> Street, Suite 100, Newport News, VA 23607 (757) 247-1879	●	●	●	●				●		●		
	2415 Lafayette Boulevard Norfolk, VA 23509 (757) 644-3595												
	1401 Tidewater Drive, Suite 10, Norfolk, VA 23504 (757) 625-0500	●	●								●		
<b>Norfolk Community Health Center</b>	1401 Tidewater Drive, Suite 1, Norfolk, VA 23504 (757) 321-0969 MCM; (757) 623-0095 OAHHS	●		●				●					
<b>Southeastern Virginia Health Systems</b>	4714 Marshall Avenue, Newport News, VA, 23607 (757) 952-1346	●		●			●	●					
<b>Urban League of Hampton Roads</b>	830 Goff Street, Norfolk, VA 23504 (757) 226-8085	●	●								●		

**Health Insurance Premium Cost Sharing Assistance (Co-pays)**

1=Copays for HIV Related Office Visit, Labs, Specialty Office Visits: 2=Copays for Medication and Mental Health

I acknowledge that I have received the list of sub-recipients in the Norfolk TGA. I understand that to access any of these services, I must speak with a Medical Case Manager, Referral for Health Care and Supportive Services Staff or an Outpatient Ambulatory Health Services provider.

\_\_\_\_\_  
Client Signature-Copy of Document Received

\_\_\_\_\_  
Date

### DESCRIPTION OF SERVICES

Service Category	Definition	Parameters
Medical Case Management	Point of entry for all services. Coordinates access to medically appropriate levels of health, psychosocial and support services. Coordination and follow-up of medical treatments is key. An annual service plan must be completed and reassessed based on acuity.	Medical focus with care plans assessed annually, every 3 months or every 6 months.
Early Intervention Services	Counseling, educating, referring and linking newly diagnosed individuals to HIV/AIDS clinical and diagnostic services. Assisting clients lost to care with returning to care through outreach services. The goal is to link all clients to care within 60 days of 1st EIS visit.	
Health Insurance Premium/Cost Sharing Assistance	Pays copays for clients with insurance. Copays are limited to mental health office visits, HIV related medical office visits, HIV related specialty visits and medication copays.	Bill and Explanation of Benefits needed for all office visits. Medication copay assistance is capped at \$3,500.
Housing Services	Provides transitional, short-term, or emergency housing assistance to enable a client or family to gain or maintain outpatient/ambulatory health services and treatment, including temporary assistance necessary to prevent homelessness and to gain or maintain access to medical care.	
Mental Health Services	Psychological and psychiatric treatment and counseling services for individuals with a diagnosed mental illness, conducted in a group or individual setting.	
Oral Health Services	Preventive, diagnostic and therapeutic services to include but not limited to cleaning, extractions and dentures.	
Outpatient Ambulatory Health Services	Primary care office visits for preventive care, treatment and screening, prescribing and managing medication therapy, education and counseling on health issues, referral to and provision of specialty care.	
Medical Transportation	Transportation to enable clients to access HIV related health and support services.	
Emergency Financial Assistance	Short-term payments to assist with essential utilities and housing. Bill must be past due. Must be willing to do a budget with case manager.	Capped at \$500 for utilities; \$1,000 for housing.
Non-Medical Case Management	Coordinates and assists with accessing medical, social, community, legal, financial, employment, vocational, insurance and other needed services.	Care plan and reassessment required.
Food Bank/Home Delivered Meals	Voucher program to purchase food, personal hygiene and household cleaning supplies. Based on household size and need.	Can be accessed twice per month. Receipts must be provided.
Referral for Health Care and Supportive Services	Directs clients to core medical and support services in person or through telephone, written or other types of communication.	Referrals only. No care plan required.

Address all grievances beginning with your Medical/Non-Medical Case Manager or Referral for Health Care and Supportive Services staff. If an individual is unable to resolve a grievance after following the agency's process, you may contact the Ryan White Part A Grantee's Office at (757) 823-4405 or 4406.