

Virology Newsletter

Winter 2020

Good news for patients parking at UI Hospitals &

Clinics!

On Tuesday, December 3, 2019, UI Hospitals & Clinics began providing outpatients and inpatients a pass for **free parking** while receiving care on our main Iowa City campus. Free parking was achieved through a partnership with University of Iowa Parking and Transportation.

How it will work for patients

All patients of UI Hospitals & Clinics receiving medical care will be provided a Patient Parking Pass. The pass, which has a unique, one-time-use barcode, allows patients to exit Hospital Parking Ramps 1, 2, 3, and 4 for free. To access their pass:

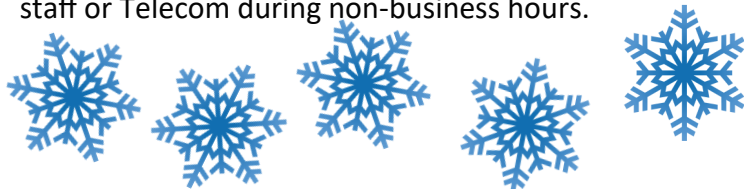
For outpatient visits, surgeries, and procedures:

Patients can print their Patient Parking Pass from their MyChart account prior to their visit or ask for one when they check in for or check out from their appointment.

For admitted patients: The nursing unit clerk will print the pass upon discharge and provide it to the patient. The pass is then provided to a parking cashier or scanned at a pay-in-lane, self-serve machine. The one-time-use barcode waives the parking fee for one vehicle. This does not include parking for visitors.

More information:

For oversized vehicles or surface parking options, or other patient and visitor questions, call **319-356-2456** or **6-2456** from a hospital phone. This number is answered 24/7 by either Guest Services Information Desk staff or Telecom during non-business hours.



20 Years!!!

Tricia Kroll is celebrating 20 years with the University of Iowa HIV Program this month. Tricia's role has changed a lot in the time she has been here. What hasn't changed is Tricia's patients first model! Thank you, Tricia, for all you have done for Iowans Living with HIV!!! We would be lost without you.





PRACTICUM STUDENT

Case Managers Katie Vodraska and Malory Dreasler will be hosting a social work practicum student this spring. You may see Trent in clinic or in case manager/support staff offices during the months of January-May as he works to learn about our clinic and build his social work skills.

Hello! My name is Trent Fekkers and I am a social work practicum student from the University of Iowa. During the Spring term, I am excited to be joining the social work team at the HIV Clinic! Although I am a new face in internal medicine, the majority of my background is working in behavioral health, addiction treatment and advocacy. Outside of work, I enjoy cooking, listening to music and exploring new places. Thank you for welcoming me into your clinic!



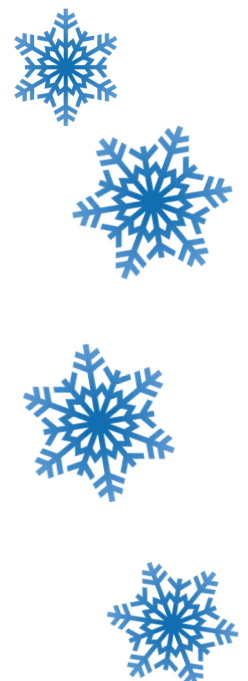
Welcome Amber Phelps!!

Hello, my name is Amber Phelps, I've worked at UIHC for almost 5.5 years as a Medical Assistant in the Medicine Specialty Clinic. I grew up in the Iowa City area but currently reside in Homestead with my fiancé Chris and our three children Stormy (16), Bryten (9) and Zaiden (3). Working in the Healthcare field has always been a dream of mine and when I recently started working with Virology patients approximately 2 years ago I knew this was where my heart was. I look forward to being a part of the Ryan White team and giving our patients the best care around.



Welcome Daniel Czachura, Behavioral Health Consultant

Hi, I'm Daniel Czachura, the new Behavioral Health Consultant for the UIHC HIV Program, and I am excited to be joining the team. I am originally from the Quad Cities where I worked with LGBTQ youth and adults. I got my MSW from University of Iowa in 2013 and have lived in the Iowa City area since then, working at Chatham Oaks and the Mental Health Center. I love helping others to see new perspectives and am constantly broadening my own as well. I like to read, write, run, and play the saxophone. I look forward meeting everyone!





Are you wanting to meet other Iowans living with HIV but afraid of being outed, or are you in an area where it is impossible for you join an in-person meet and greet?

PITCH is introducing a virtual meet and greet, where in the comfort of your home or secure location you can join other Iowans discuss barriers they face and how they handle them, and learn more about PITCH.

PITCH will be collecting e-mail addresses to use with Zoom meeting for the first six months. We plan to host the meet and greet in the early part of 2020.

[Please click here to register your e-mail](http://bit.ly/2WAtzNW-2019vital) <http://bit.ly/2WAtzNW-2019vital>

The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist low-income families with meeting the cost of home heating. Individuals/Families must meet income eligibility requirements to receive assistance through this program. Applications will be accepted on a first come/ first serve basis at your local Community Action Agency. Disabled and Elderly households can start to apply on October 1st, 2019. You may also apply on October 2, 2019 if you have a disconnection notice or your service is currently disconnected. All other eligible households may submit applications from November 1, 2019- April 15, 2020. You will need to bring three months' worth of income, your social security card and copies of your heating/ electric bills with you when you apply. Please contact your local Community Action Agency for their hours of availability. If you need help locating the agency responsible for LIHEAP in your county, please contact a member of our social work team.

Size of Household	Annual Gross Income
1	\$21,858
2	\$29,593
3	\$37,328

The Johnson County office is located at 367 Southgate Ave. Iowa City, IA , (1-800-332-5289 or 319-337-5765)

An Organization Run for and By PLHIV and our support systems

PITCH WELLNESS SUMMIT

SAVE THE DATE

APRIL 24-26, 2020

The Wellness Summit provides a safe, non-judgmental environment for Iowans living with HIV/AIDS. The Wellness Summit is one way to help reduce the stigma and isolation that many people living with HIV/AIDS feel. The Summit is a source of encouragement, provides educational opportunities, camaraderie and a sense of community.

 www.pitchiowa.com
also find us on Facebook



U=U

**Undetectable
=
Untransmittable**

A person living with HIV who has an undetectable viral load does not transmit HIV to their sexual partners.

Taking your medications every day and being virally suppressed is the healthiest, safest thing you can do for you and your partners.

Insurance Happenings

Medica cards for 2020 plans are different than last year. Medica changed from CVS to Express Scripts for their pharmacy processor. If someone tries to use their 2019 Medica card it will show as a "cancelled plan" because the RxBin and other processor numbers have changed. You will need to update your case manager and your pharmacy with your new card information with your first fill of the year.

If you switched Medicare Part D plans for 2020 you will be receiving new cards in the mail. Please update your pharmacy with this new information, and your case manager if you have one.

CLEAR Corner:

Have you ever left a conversation feeling unheard? Have you felt worried about how you communicated your thoughts or feelings to others? Communication affects many parts of our lives. It plays a big role in our relationships with our family, friends, relationships, employers, landlords, service providers and health care providers. The way we communicate can impact our daily lives. It can help us resolve conflicts, advocate for our needs, express our thoughts and feelings and reach our life goals.

In CLEAR, we identify different types of communication styles and the ways in which those styles can ensure we are respecting our own rights, while also respecting the rights of the people we interact with. We explore tools to enhance our communication and better understand how communication can impact how we feel, think and act in everyday situations.

CLEAR stands for: choosing life, empowerment, action, and results! The CLEAR program is open to persons living with HIV who are interested in increasing or enhancing behaviors that promote healthy living, practice ways to effectively face challenges of daily living, increase positive thoughts, feelings and actions as well as develop daily routines to stay healthy.

Participation in CLEAR will involve at least 6 one-hour weekly sessions with a trained CLEAR counselor. Participants will be offered assistance to attend weekly appointments. To learn more about screening and the enrollment process please call Katie Vodraska at 319-353-7173, email Katie at katie.vodraska@uiowa.edu, or contact your case manager."

2019 — What a year!

As we turn our calendars to 2020, it is appropriate to look back on 2019 to see how the year went and how we can improve. The clinic continues to provide a wide range of individual services in 2019, ranging from case management, assistance with insurance and pharmacy communications, providing housing and/or utilities assistance, and of course, medical care. Last year we served 800 individuals (1,742 appointments) at the University of Iowa Hospitals and Clinics and Cedar Falls Outreach Clinics. On a good note, at the end of 2019, 93.4% of our patient's viral loads were suppressed on their most recent test. This is significantly better than the national and state viral suppression rates and we are proud of everything we are doing to help our patients achieve viral suppression. Further, the State of Iowa had the highest rate of viral suppression in the U.S. Another area we believe that we made progress on in 2019 was the establishment of a Community Advisory Board (CAB) comprised of individuals living with HIV and who receive care in our clinic. We know that feedback from people attending clinic can only help us provide better care.

That said, we always strive to do better. Areas that we definitely hope to improve on include the percentage of people who are scheduled but do not show up for their clinic appointments. About one in every 6 scheduled individuals do not show up for their appointment without calling to let us know. We will be working with our Consumer Advisory Board to identify and remove barriers that make it difficult for our patients to access care, and to make scheduling follow-up appointments a part of every clinic visit. We hope that this will improve the care of our patients receive by making appointments available sooner for those who need them, and identify priority individuals within our clinic to promote equity in health care access.

Thank you for choosing the University of Iowa to receive your care. We look forward to working with you in 2020, if we haven't already.

Turning 65????

If you are turning 65 soon or have recently turned 65, you are eligible for Medicare. Please contact Angela to discuss your transition plan from your current insurance to Medicare. Every person's insurance situation is different and Angela can help you determine the best insurance plan for you and your situation.



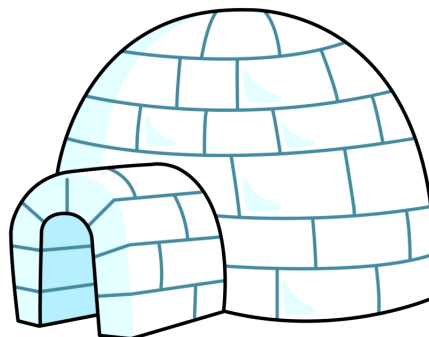
PrEP Iowa + Iowa TelePrEP: Connecting Iowans to HIV Prevention

2019 Rent Reimbursement claim forms should be mailed in January to individuals who qualify and submitted a claim the previous year. Please complete the form you receive by mail. If you are new to the process and need a form, please check <https://tax.iowa.gov/wheres-my-rent-reimbursement>

Who can file for rent reimbursement?

You can file for 2019 if you meet all of the following requirements:

- You were 65 or older, or disabled and 18 or older
- Your income was less than \$23,810
- You lived in Iowa and still live in Iowa now
- You paid rent in Iowa at a property that pays property tax



Does my rent qualify?

You can file if you:

- Lived in a motel for part of the year. Make sure to provide proof of the rent you paid.
- Share an apartment and both you and your roommate are on the lease. You can each file a claim.

You cannot file if you:

- Are not on the lease
- Pay utilities but not rent
- Rent to own
- Own a home
- Bought a house on contract



What do I need to prove I can file?

Provide proof of all of your income. This includes your SSA-1099 form, social security income, child support, alimony, family investment program, children's social security income, welfare payments, rent assistance, and gambling winnings. If you get social security from more than one number, include all of the income from all numbers. Do not include food stamps. If you had no income, you must show us how you paid rent with no income.

To provide proof disability, send a copy of your current Social Security award letter, current Veterans Administration award letter, or a letter from a doctor about your disability.

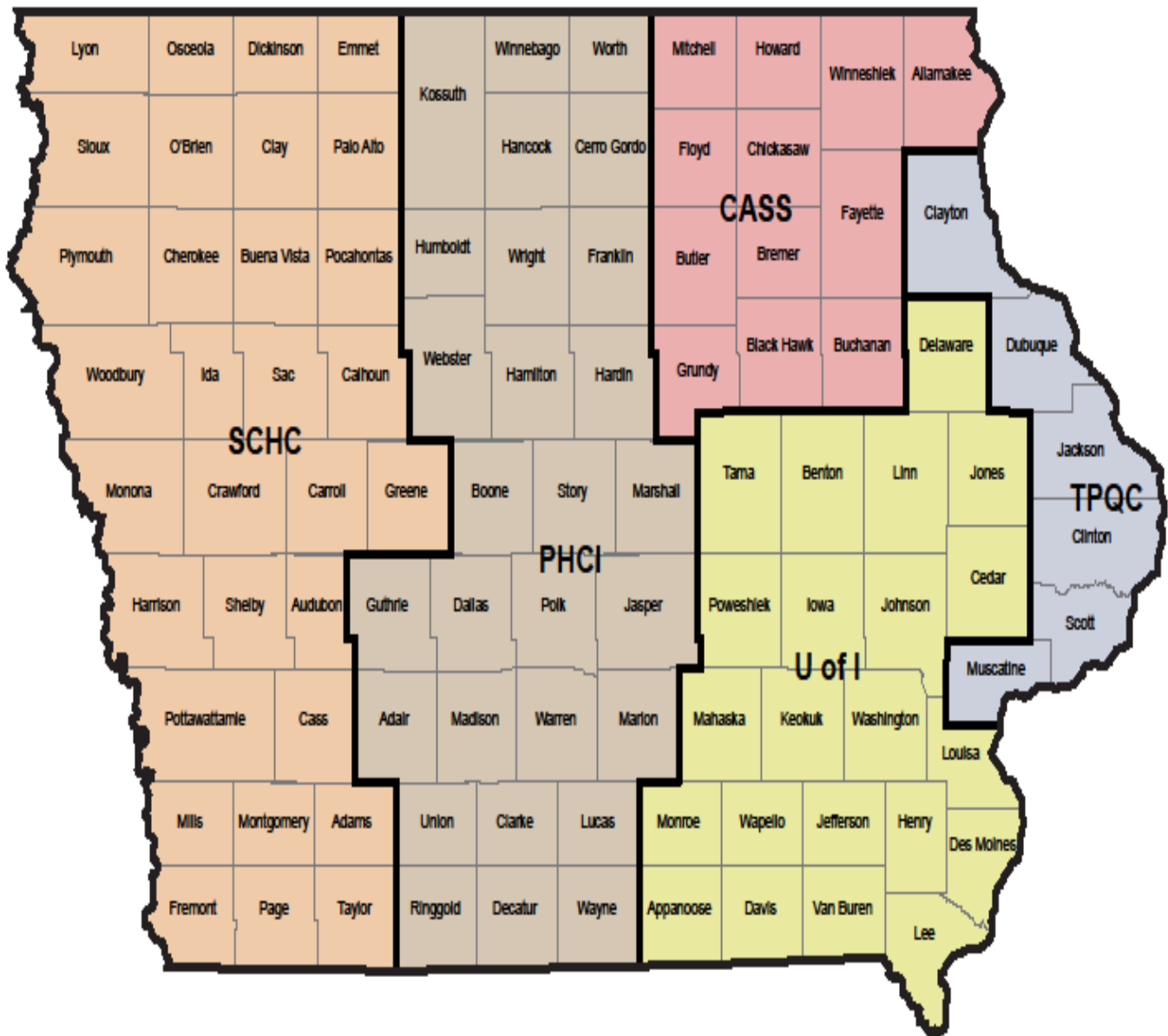
To provide proof of rent, send a copy of one of your lease, copies of rent receipts for every month, or a letter from the owner of the property. Include the [**Statement of Rent Paid \(54-132\)**](#) if you lived in more than one location.

HOPWA

Having trouble maintaining you housing due to an emergent situation such as job loss or illness? You may be eligible for HOPWA assistance. Please contact the HOPWA provider in your area to see if assistance is available. UIHC currently offers assistance with long-term rental assistance (TBRA), short-term rent, mortgage, and utility assistance (STRMU), and permanent housing placement services (PHP) (deposit and/ or 1st months rent). If you live in the U of I area, contact:

Jennifer at 319-467-5662.

Housing Opportunities for Persons with AIDS (HOPWA)




Siouxland Community
Health Center (SCHC)
1021 Nebraska Street
PO Box 5410
Sioux City, IA 51102
(712) 252-2477

Primary Health Care, Inc.
(PHCI)
1200 University Avenue
Des Moines, IA 50314
(515) 248-1517

Cedar AIDS Support
System (CASS)
2101 Kimball Avenue
Suite 2880
Waterloo, IA 50704-2880
(319) 727-2002

University of Iowa
(U of I)
200 Hawkins Drive
Iowa City, IA 52242
(319) 467-5662

The Project of the Quad
Cities (TPQC)
1701 River Drive #110
Moline, IL 61255
(309) 762-5433



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YOU KNOW IS AT RISK
FOR AN OPIOID OVER-
DOSE—GET FREE
NALOXONE TODAY.

SAVING A LIFE STARTS WITH BEING
PREPARED.

WWW.NALOXONEIOWA.ORG/TELENALOXONE

319-678-7825



Nurse Emily Majerus will be on maternity leave starting in mid-January 2020 until mid-April 2020 ☺

In her absence, we will have nursing and clinical support coverage from the members of the Medicine Specialty Clinic (MSC), providers, and our HIV Program team.

For medical triage, medication questions/refills/prior authorizations, or provider questions, please contact 319-356-8133 and use option 2 for the nurse line. *You will leave a voicemail for the team, and the nurse or your provider will return your call.* You can also use MyChart to send non-urgent questions to your care team. Emily's current line will roll over to another phone line, so no voicemail will be available, and she will not be checking her email.

For HIV program triage and new or transfer HIV patients, please call 319-335-7444, and Abby Dalton, coordinator, will direct you to a provider to triage the new HIV diagnosis, or will assist in starting the transfer process. For any other non-medical coordination of care needs, please call Abby. Abby and our MSC schedulers will assist with scheduling appointments for new and transfer patients.

For basic follow-up scheduling, please call 319-356-8133, option 1 for the MSC Scheduling.



For scheduling lab only visits at the Cedar Falls Outreach clinic, please contact LeAnne Sabo- Pfadenhauer at 319-268-3760.

For urgent or emergent needs, or outside of business hours (as per usual) please call 319-356-1616 and ask to page the Infectious Disease provider on call, or use your local emergency room/urgent care.

Please call or reach out if you have questions or concerns and we will direct you to the correct person, thank you for your patience!

CONTACT US

- To schedule a clinic appointment at UIHC, call 319-356-8133 and for Cedar Falls Outreach, call 319-356-8133.
- For lab results or health related questions, please call Emily Majerus, RN at 319-335-7605 or 319-383-1503.
- For refill requests, have your pharmacy fax a request to 319-356-3004 or contact the Infectious Disease refill line at 319-356-8133.
- For insurance questions, contact Angela Speers at 319-335-7309 or 319-333-8714
- If you have a medical emergency during the 8am-5pm work day, please try contacting Emily or your provider. If Emily and your provider are unavailable, you may call the hospital operator at 319-356-1616 and ask for the Infectious Disease doctor on call.
- For medication questions, contact Dena Dillon at 319-541-0335.
- Sub-contracted Ryan White case management services now offered at Great River Medical Center in W. Burlington at 1-319-800-5430, and River Hills Community Health Center in Ottumwa at 1-319-800-5561
- Social work questions and concerns should be directed to:
 - Malory Dreasler at 319-356-1545 or 319-359-9181 Sarah Hambright at 319-353-8951 or 319-930-9829
 - Jennifer Keeler at 319-467-5662 or 319-499-7963 Katie Vodraska at 319-353-7173 or 319-383-6563
 - Kari Vrban at 319-467-5655 or 319-471-2123 Tricia Kroll at 319-384-7307
- If you have questions or would like more information about our HIV program please contact Abby Dalton at 319-335-7444.