

Ryan White Program Frequently Asked Questions (FAQ)

IF MY HIV CARE PROVIDER IS MARIN COMMUNITY CLINICS (MCC)...

Q: How do I make an appointment at Marin Community Clinics? How will they assign me a provider?

Marin Community Clinics (MCC) has a dedicated Specialty Team to meet your needs. You may call (415) 755-2531 to make an appointment. Appointments with a specialist will be available beginning February 1, 2018. Patients will first be seen for an intake appointment and then work with the MCC team to determine which provider on the Specialty Team is the best fit. The providers are: Michelle Cohen, NP, Ellen Rosenthal, MD, Stephen Merjavy, MD, and Sandra Wallace, MD. MCC will also send a welcome letter to patients who choose to receive care at MCC.

Q: Does Marin Community Clinics have Case Management and AIDS Drug Assistance Program (ADAP) services for patients?

A: Yes, MCC will provide case management and is a certified ADAP enrollment site with ADAP enrollment workers.

Q: Will Marin Community Clinics continue to provide monthly food gift cards?

A: Yes, MCC will continue providing food cards. Patients receiving care elsewhere will receive their monthly food cards at The Spahr Center beginning in February.

Q: Does MCC provide mental/behavioral health services?

A: Yes, MCC has licensed mental health practitioners who work with providers to create individual care plans for patients. There are also additional support services, including support groups in English and Spanish. Your medical provider can help connect you with the services.

Q: What is MCC doing to address confidentiality of HIV status?

A: At MCC your entire health record, including your HIV status, is confidential and protected by HIPAA and other privacy laws. All MCC staff receive regular training in HIPAA and patient privacy laws. MCC staff is also receiving additional training in HIV awareness and cultural sensitivity provided by Pacific AIDS Education Training Center.

Q: If I have additional questions about MCC, who can I contact?

A: You may call Valerie Mendoza, MCC Specialty Clinics Care Coordinator, at (415) 755-2531.

IF MY HIV CARE PROVIDER IS **NOT MARIN COMMUNITY CLINICS (MCC)...**

Q: What happens if I do not go to Marin Community Clinics for my HIV care?

A: As long as you are eligible, you can access Ryan White support services through The Spahr Center. This includes case management, benefits advocacy, emergency financial assistance, mental health services, housing assistance, ADAP enrollment or recertification, and food pantry. The Spahr Center also provides HIV and Hepatitis C testing, PrEP navigation, and syringe access. To learn more about the services that are offered at The Spahr Center, you can visit their website at www.thespahrcenter.org or you can contact Leslie Gallen at (415) 457-2487 extension 106.