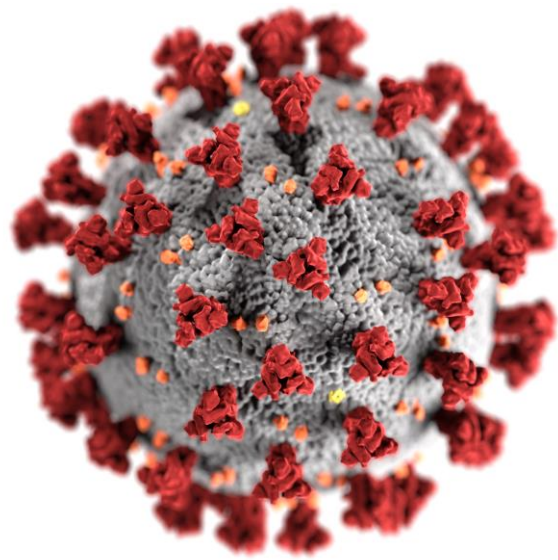


# COVID-19 Resources

Texas DSHS  
Ryan White Part-B  
Program



Please review the following links for guidance, resources, and sample protocols for emergency response to COVID-19.

**Information for Texas Residents:**

[dshs.texas.gov/coronavirus](https://dshs.texas.gov/coronavirus)

**Information for Healthcare Providers:**

[cdc.gov/coronavirus/2019-ncov/hcp](https://cdc.gov/coronavirus/2019-ncov/hcp)

**Information for People with HIV:**

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/hiv.html>

**Sample Protocols from Washington State:**

[covid-19.uwmedicine.org](https://covid-19.uwmedicine.org)

**For questions about COVID-19, dial 2-1-1, then choose Option 6.**

Hours: 7:00 a.m. – 8:00 p.m., 7 days per week

For local assistance, see the listing of

[Coronavirus Disease 2019 \(COVID-19\) Local Health Entities](#)

or

**Email us at:** [coronavirus@dshs.texas.gov](mailto:coronavirus@dshs.texas.gov)



TEXAS  
Health and Human  
Services

Texas Department of State  
Health Services

[dshs.texas.gov](https://dshs.texas.gov)

# Patient Management Strategies & Recommendations

## Identify High-Risk Patients Receiving Care at Your Clinic/Agency

- People 65 years and older
- People who live in a nursing home or long-term care facility
- People without stable housing
- People of any age with the following underlying medical conditions, particularly those that are not well controlled
  - Chronic lung disease or asthma
  - Congestive heart failure or coronary artery disease
  - Diabetes
  - Neurologic conditions that weaken ability to cough
  - Weakened immune system
  - Chemotherapy or radiation for cancer (currently or in recent past)
  - Sickle cell anemia
  - Chronic kidney disease requiring dialysis
  - Cirrhosis of the liver
  - Lack of spleen or a spleen that doesn't function correctly
  - Extreme obesity (body mass index [BMI]  $\geq 40$ )
  - Pregnant women

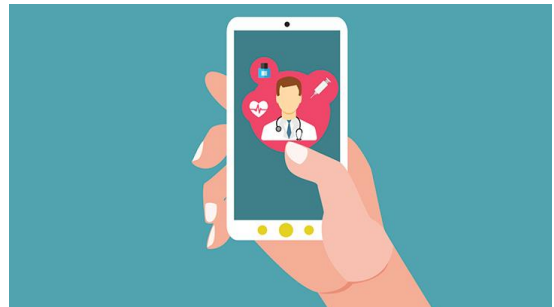
## Ensure High Risk Clients/Patients Have the Following:

- Your contact information for questions/concerns/guidance
- Recent labs are completed if needed for medicine refills
- Ensure 30-90 day refills are available and use mail order or delivery if possible
- If on ADAP, ensure client eligibility and review the Texas HIV Medication Program Emergency Application effective 3/13/2020 – 5/3/2020 at:  
[dshs.texas.gov/hivstd/meds/document.shtm](https://dshs.texas.gov/hivstd/meds/document.shtm)

# Extend Access to Care Through Telemedicine/Telehealth

## The Texas Ryan White Part-B Program will Support and Accept Billing for Services Provided via Telehealth and/or Telemedicine for the Following Services

- Outpatient Ambulatory Health Services (OAHS)
- Mental Health (MH)
- Medical Case Management, including treatment adherence (MCM)
- Medical Nutrition Therapy (MNT)
- Non Medical Case Management (NMCM)
- Referral for Healthcare (RHC)
- Emergency Financial Assistance (EFA)
- Substance Use Disorder Counseling – Outpatient
- Health Insurance Premium and Cost Sharing Assistance
- Psychosocial Support Services
- Linguistic Services
- Referral for Home Delivered Meals
- Early Intervention Services (EIS)
- Outreach
- Health Education/Risk Reduction (HE/RR)



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# Extend Access to Care Through Telemedicine/Telehealth

- Yes, the full DSHS Standards of Care remain in effect when delivering care and/or services via Telemedicine/Telehealth found at: [dshs.texas.gov/hivstd/taxonomy](https://dshs.texas.gov/hivstd/taxonomy)
- For OAHS and/or MCM: If a client is being seen for urgent or acute care rather than HIV healthcare maintenance, or if there is limited access to any specific service or a barrier to meeting any specific quality indicator, the provider may document this in their note for consideration of being excluded from the indicator.
- Most indicators have a timeline criteria of “at least once during the measurement period,” and as we currently don’t know the duration or full impact of COVID-19 on our systems of care, this very well may change. For now, ask providers to document any barriers to following the DSHS Standards of Care as applicable in their visit note for visits completed during the state of the National Declaration of COVID-19 Emergency period.
- Additional Guidance concerning Telemedicine/Telehealth will be shared soon
- Questions: Please contact Brian Rosemond for questions about Telemedicine/Telehealth at: [brian.rosemond@dshs.texas.gov](mailto:brian.rosemond@dshs.texas.gov) or by phone at: 512-571-0079



# Texas DSHS HIV Care Services Staff Contact Information

HIV Care Services Manager: Janina Vazquez

[Janina.Vazquez@dshs.texas.gov](mailto:Janina.Vazquez@dshs.texas.gov)

512-533-3095

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BVCOG	Holly Benavides <a href="mailto:Holly.Benavides@dshs.texas.gov">Holly.Benavides@dshs.texas.gov</a> 512-241-9541	Julie Saber <a href="mailto:Julie.Saber@dshs.texas.gov">Julie.Saber@dshs.texas.gov</a> 512-552-9281
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