

Example 1—HOPWA Eligibility and HIV Verification:

[00:00–00:05] **Steve Ellis:** All right, so, it's just you and your two children ages 11 and 8?

[00:06] **Samantha:** Correct.

[00:07–00:13] **Steve Ellis:** Great. So, there are two basic eligibility criteria for our program, Samantha...

[00:13] **Samantha:** Okay.

[00:14–00:16] **Steve Ellis:** One of which is HIV.

[00:16] **Samantha:** Mm-hm.

[00:17–00:28] **Steve Ellis:** So, as you know, from one of the many programs we offer from some of the information you've submitted, I do need to prove that you or one of your two daughters has an HIV diagnosis.

[00:29–00:31] **Samantha:** Okay. And that would be me, they do not.

[00:31] **Steve Ellis:** All right.

[00:31–00:34] *Pause*

[00:34–00:38] **Samantha:** And do you need, like, certain...like, to the verification, or will we get into that?

[00:39–00:41] **Steven Ellis:** Yeah, we can get into that right now.

[00:41–00:42] **Samantha:** Oh, okay.

[00:42–00:50] **Steven Ellis:** Yeah, so, one of the things to prove that is—I just need to have something in a file to be able to prove that you have HIV.

[00:50] **Samantha:** Okay.

[00:51–01:01] **Steven Ellis:** One of...whatever I have in the file needs to be fairly obvious that you have been diagnosed with HIV so that anyone who comes in can read that file and understand that you are eligible.

[01:01] **Samantha:** Okay.

[01:02–01:08] **Steven Ellis:** So, what I want to go through is a few options so that maybe we can prove your eligibility now...

[01:08] **Samantha:** Okay.

[01:09–01:14] **Steven Ellis:** And if not, then we can talk about some next steps to go ahead and move forward while we track down documents.

[01:14–01:16] **Samantha:** Oh, okay. Sure.

[01:16–01:25] **Steven Ellis:** So, while I have you on the call, some of the options could be—I don't know if you have access to any electronic records, but, potentially, we could screenshare.

[01:26] **Samantha:** Okay.

[01:26–01:27] **Steven Ellis:** And I could take a screenshot and print that out.

[01:27] **Samantha:** Okay.

[01:28–01:57] **Steven Ellis:** If that's an option that you take, I'll make sure to delete the screenshare because, once I have it in my file, I no longer need the electronic version. We can also do a screenshot if you have any paper around, maybe you have your diagnosis or HIV labs—just something that you can show. Other than that, we can do a verbal release of information and I can contact your infectious disease doctor, you can send something through

the mail—whatever you're most comfortable with; it is your information, so I want to make sure you choose something that you're okay with.

[01:58–02:18] Samantha: Okay, all right. Well, I—let me see, I have some papers here. I was just collecting a bunch of information...oh, right here: I have lab results? Is that something that would work? I'm not sure...I could mail it, or do you want to...

[02:18–02:25] Steven Ellis: Yeah, if you could show me now, if you're comfortable, because at least then that way we can prove eligibility and we can send a copy, so I have something.

[02:25–02:28] Samantha: Then I could just follow up with a hard copy, okay.

[02:28] Steven Ellis: Yeah

[02:29–02:30] Samantha: I don't know if you can...

[02:31–02:34] Steven Ellis: If you—could you just hold it...put it a little further down?

[02:34–02:36] *Pause*

[02:36] Steven Ellis: Excellent.

[02:37–02:40] *Pause*

[02:41–02:47] Steven Ellis: I see your name—perfect. If you could just go back, hold it up a little higher again?

[02:47–02:49] *Pause*

[02:50–02:58] Steven Ellis: And perfect, it shows a viral load of below 20, which does...works for verification. You're all good, Samantha.

[02:59] Samantha: Great!

[03:00–03:04] Steven Ellis: So that will work; congratulations on being undetectable!

[03:05] Samantha: Thank you.

[03:06–03:30] Steven Ellis: So, at least for the rest of this conversation, I can assume eligibility. It would be great to get a copy of that, so...I don't—if you either want to mail a copy in...in my follow-up email, the office is open a few hours each week, so you can call and schedule a quick appointment, come in and someone can photocopy that if you'd, you know, rather hand it off to someone.

[03:30–03:32] Samantha: Oh, okay, yeah, because of...yeah, okay.

[03:33–03:40] Steven Ellis: But that way, once we get that in the file, then we are set for all of your time with our agency, for any activity that you were to apply for, so...

[03:41] Samantha: Okay.