



Arunan Arulampalam  
MAYOR

# CITY OF HARTFORD

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
131 Coventry Street  
Hartford, Connecticut 06112  
Ph: (860) 757-4700  
Fax: (860) 722-6851  
www.hartford.gov



Ebony Jackson-Shaheed  
HEALTH DIRECTOR

Dear Part A Provider,

**Early Intervention Services (EIS)** is a combination of services that includes counseling individuals with respect to HIV/AIDS/HCV; testing (including tests to confirm the presence of the disease, tests to diagnose the extent of immune deficiency, tests to provide information on appropriate therapeutic measures); referrals; other clinical and diagnostic services regarding HIV/AIDS/HCV; periodic medical evaluations for individuals with HIV/AIDS/HCV; Outreach Services and Health Education/Risk Reduction related to HIV/HCV diagnosis; and providing therapeutic measures. Sub-recipients must Provide services that act as a bridge between testing and care by steering individuals from testing and linking them to primary medical care and medical case management, mental health, substance abuse treatment and support services.

EIS services should be designed to work closely with key points of entry thus facilitating easy access to the HIV/HCV care system once an individual learns of their status. Key points of entry are places where HIV/HCV testing/screening occurs. For the Hartford TGA these include, but are not limited to, public health departments, HIV/HCV counseling and testing sites, emergency rooms, substance abuse and mental health treatment programs, detoxification centers, detention facilities, STD clinics and homeless shelters. EIS Sub-recipients must have referral/linkage agreements with key points of entry that should be monitored by the Recipient to ensure effective linkage mechanisms are in place and active. EIS shall provide benefit/entitlement counseling and referral activities to assist new clients with access to programs for e.g. Medicaid, Medicare or Marketplace/Exchange etc.

The City of Hartford Ryan White Program has standard subcategories in CAREWare for the **Early Intervention Services (EIS)** service category. They are defined as follows:

## **Early Intervention Services (EIS) CAREWare Subcategory Service Names:**

### ***EIS\_Care Coordination***

To be used if an EIS worker is coordinating social services and medical services on behalf of a client.

### ***EIS\_Case Closed***

To be used when a client is no longer receiving EIS services.

### ***EIS\_Completed Phone Contact***

To be used when a client is contacted via phone and is available to speak with the EIS employee. **This does not include if they did not answer and a voicemail was left or if the MCM spoke with a collateral.**

### ***EIS\_Confirmed Positive Hep C***

Used when a confirmatory Hep C test result is received.

### ***EIS\_Confirmed Positive HIV (to be used in conjunction with EIS\_Counseling and Testing)***

Used when a confirmatory HIV test result is received.

***EIS\_Connect to Care***

This subservice should be used when a **newly** HIV positive client is identified and is linked to primary medical care and medical case management, mental health, substance abuse treatment and support services.

***EIS\_Counseling and Testing (to be used in conjunction with EIS\_Preliminary Positive for Hep C, EIS\_Preliminary Positive for HIV, EIS\_Confirmed Positive Hep C, and EIS\_Confirmed Positive HIV)***

To be used if an HIV test is completed and/or counseling is provided before and after HIV testing.

***EIS\_Face to Face***

To be used when a client whose HIV/Hep C status is unknown visits the office or a field setting for HIV or Hep C testing, education, or counseling.

***EIS\_Home Test Kit Distribution***

To be used if an at home test kit is provided to a client.

***EIS\_Home visits***

Used when a visit is made by an EIS employee to a client's home and the client is available during the visit.

***EIS\_Linkage and Reengagement to Care***

This subservice should be used when a lost to care client is identified and is linked to primary medical care, medical case management, mental health, substance abuse treatment, or support services.

***EIS\_Outreach and Testing for Hep C***

To be used when employees travels to and offers Hep C testing at various sites within the local and/or marginalized communities. Testing may be offered at community events or sites not limited to block parties, parades, sporting events, health fairs, etc.

***EIS\_Patient Education***

To be used if an educational session, including materials (such as pamphlets, condoms, or other resources) in regards to HIV/HCV and other items related to clients' care and treatment was provided.

***EIS\_Phone Contact***

Only to be used for internal recording/tracking purposes. **This will not count towards the contracted total number of clients served or encounters.**

***EIS\_Preliminary Positive for Hep C***

Used when an initial preliminary Hep C test returns a positive result and the client is referred for a confirmatory test.

***EIS\_Preliminary Positive for HIV (to be used in conjunction with EIS\_Counseling and Testing)***

Used when an initial preliminary HIV test returns a positive result and the client is referred for a confirmatory test.

***EIS\_Provided Partner Services Education***

To be used if an educational session and literature including materials, such as pamphlets, or other resources about the services provided by another HIV service partner agency was provided.

***EIS\_Referral for PrEP***

To be used if a referral was made through CAREWare to a licensed medical provider for PrEP.

***EIS\_Referrals to DPH Partners Services***

To be used if a referral for Partner Services was made for a newly HIV or Hep C positive client who has identified that they have put a partner (sex or substance use) at risk for HIV for notification.

***EIS\_Service Plan Initial***

To be used when a service plan has been initiated for clients who need facilitated linkage to care.

**The following EIS subservices will be retired effective March 1, 2024:**

EIS\_Attempt to Contact

EIS\_No Show

EIS\_Referral to Prevention Services/PrEP

EIS\_Follow-up call

EIS\_Referrals out

*Tested Positive - To be used when a Preliminary Positive for Hep C or HIV is confirmed.*

\*Guidance provided by HRSA and the EIS Standard of Care.