



Western North Carolina Community Health Services

828.285.0622
info@thehive828.org

257 Biltmore Rd
Asheville, NC 28801

Welcome to THE HIVE @ WNCCHS

Thank you for choosing us to provide your HIV care! Below is a roadmap of THE HIVE and the services we offer. Western North Carolina Community Health Services (or WNCCHS) is a patient-centered medical home (or PCMH), which basically means that we provide whole person, patient-centered care using a team-based approach to address your physical, mental, environmental, and social health needs. Simply put, THE HIVE is your care team. We work together to make sure you receive the highest quality care by making sure we do our best to meet you where you are as we partner to get you to where you need to be.

HOURS OF OPERATION

Clinic (Primary & Dental Care) Hours: MONDAY – FRIDAY, 8am to 5pm

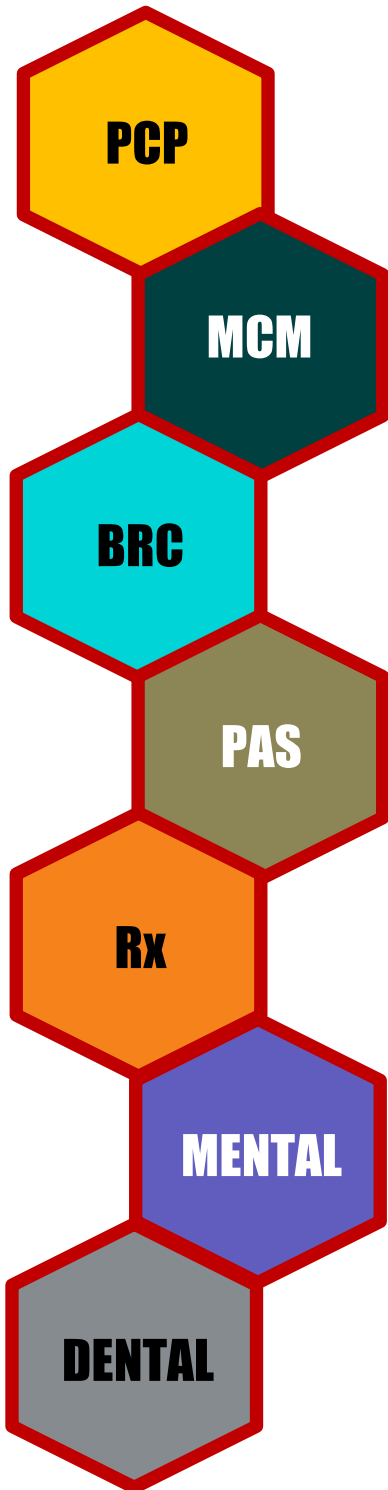
Pharmacy Hours: MONDAY – THURSDAY, 8am to 7pm
FRIDAY, 8am to 4:45pm

OUR SERVICES

Below is a list of our services and contact information if you need to contact someone or if more information is needed:

- **Primary care**
 - Comprehensive, whole person-centered medical care management
 - Same-day care/walk-in urgent care
 - Telehealth visits
- **Medical care/case management**
- **Dental care/walk-in urgent dental care**
 - Comprehensive oral health care
 - Preventive, restorative, surgical, and rehabilitative treatment available
- **Mental health care**
 - Walk-in behavioral health services/crisis counseling
 - Individual counseling
 - Group therapy
- **Patient assistance/social work services**
 - Ryan White, AIDS Drug Assistance Program (ADAP)/HIV Medication Assistance Program (HMAP) enrollment
 - Assistance in applying for Medicaid, Medicare, marketplace insurance, etc.
 - Link to community partners and programs to address food insecurity, housing needs, and other key social determinants of health
- **Pharmacy**
 - 340B discount drug prices
 - Medications delivery/shipment
- **Women's health/prenatal care**
- **Transgender care:** Contact Michael Hoeben (ext. 2100) for information
- **Transportation services:** Contact Michael Hoeben (ext. 2100) for information
- **After hours/Emergency care:** 24/7 access to nurse staff to assist with urgent care situations - To access, just call 828-285-0622 and follow the prompts

YOUR CORE INTEGRATED CARE TEAM & CONTACT INFO



Your **Primary Care Provider (PCP)** oversees and manages your HIV care. It is best to use other support team members when trying to contact your PCP, as they will make sure your questions or issues are handled as quickly as possible.

Your **Medical Care Manager (MCM)** is your go-to-person during your first 3 to 6 months of starting HIV care at THE HIVE. The MCM's goal is to create and complete an individual care plan that ensure you are best supported so you can best take care of yourself, which means helping link you to affordable housing, food, and other key community supports. Contact your CM at:

Sierra Lohmann, RN
Monica Olsen, RN

(ext. 2238)
(ext. 2225)

slohmann@wncchs.org
molsen@wncchs.org

The **Bridge & Retention Coordinator (BRC)** has two major goals: 1) Make sure your needs are met, and 2) Make sure you stay in care. If you need help, call him! Miss your appointment, he'll call you. Just remember, all questions are good questions. Reach out any time!

Michael Hoeben, CPSS

(ext. 2100)

mhoeben@wncchs.org

Your **Patient Assistance Specialist (PAS)** handles financial aspects of your HIV care, as minimizing these costs is a very important part of HIV management. PAS staff are also willing to help you in any way possible and have a wealth of resources to do so. To contact your PAS, get financial help, or file a complaint, reach out to our Director of PAS at:

Elio Gonzalez

(ext. 2303)

egonzalez@wncchs.org

HIV and **Pharmacy Services** go hand-in-hand. THE HIVE has a certified HIV Specialist to keep your care on track and your levels in check. Our 340B pharmacy offers discount drug prices with delivery provided within Asheville city limits and Rx mailing services both inside and outside of Buncombe County. To learn more or to access these services, please call our specialist:

Michael Smith , HIV Specialist

(ext. 2309)

msmith01@wncchs.org

Other team members and contact information will depend on additional services you choose to take advantage of, including Dental Care, Behavioral Health Services, Suboxone Treatment, and Transgender Health Services. Questions on who to call? Reach out to THEHIVE@wncchs.org for answers.