



Consumer Caucus

Navigating the Ryan White Program & Medi-Cal

7/10/25 Listening Session

DISCUSSION GUIDE

Purpose of the Listening Session

The Commission on HIV is a federally mandated HIV planning council in Los Angeles County, responsible for planning, allocating, and coordinating services for people living with HIV. The Consumer Caucus ensures meaningful involvement of those most impacted, guiding decisions through lived experience and community voice.

The Consumer Caucus regularly hosts forums to gather feedback from consumers and providers aimed at enhancing HIV medical and support services. This session is dedicated to exploring the challenges and opportunities related to enrolling and transitioning Ryan White Program (RWP) clients to Medi-Cal.

Insights gathered today will inform the Commission's planning efforts and help equip both providers and consumers with information to better navigate and optimize the Ryan White and Medi-Cal programs.

Intended Audience: People living with HIV, HIV service providers, case managers, enrollment workers, and system-level decision-makers involved in the delivery and coordination of HIV care.

About the Ryan White Program

The federal Ryan White HIV/AIDS Program provides essential HIV-related services to people without adequate healthcare coverage. As the 'payer of last resort,' it fills gaps left by other payers such as private insurance, Medicare, and Medi-Cal—providing vital wrap-around services like case management, food support, and transportation even for those already enrolled in Medi-Cal.

A description of the Los Angeles County, Department of Public Health, Division of HIV and STD Programs (DHSP) Ryan White Program is available [HERE](#).



Desired Outcomes

By the end of the session, participants will:

- Learn about Ryan White Program Benefit Specialty Services
- Learn about HIV services under Medi-Cal
- Hear from providers and consumers about transition experiences
- Understand eligibility, enrollment, and continuity of care issues
- Identify system strengths and opportunities for improvement

Facilitation Questions

1. Suggested Questions for Consumers:

- What has your experience been like transitioning from RWP to Medi-Cal?
- What is your understanding of the services available to you under RWP?
What is your understanding of the services available to you under Medi-Cal?
Describe your experience with the RWP and Medi-Cal enrollment process.
What worked well for you during the transition? What didn't?
- Describe your experience continuing your services (or care)? Describe your experience using Medi-Cal and RWP?
- What could have made the transition easier for you?

2. Suggested Questions for Providers:

- What common challenges do you see when clients move from RWP to Medi-Cal?
- Describe your level of familiarity with LA Care enrollment support services?
Describe your efforts to familiarize Medi-Cal enrollment staff with RWP and its support services?
- What resources or training could help staff support clients more effectively?
- How are gaps in coverage or care continuity addressed at your agency?
- What opportunities do you see for improving collaboration between RWP and Medi-Cal systems?