



Dear AIDS Services of Austin Patient/Client:

We are reaching out to you during this COVID-19 (coronavirus) emergency, to let you know that AIDS Services of Austin (ASA) continues to be here for you. We are still open and providing services by phone and email, and our medical clinic is seeing patients with appointments. We are able to keep these services going as ASA merges with Vivent Health effective March 31, 2020. The programs and services in Austin you currently receive will continue with a new name, Vivent Health.

With Vivent Health, ASA will expand and enhance medical, dental, and other services to you and others in the Austin area. We will create an HIV Medical Home model of care – which Vivent Health has established with great success – to provide patients and clients with complete and integrated HIV care and treatment services in one location.

You will see and experience positive changes both during and after our COVID-19 emergency response. We will start providing medical and mental health services through video appointments with your provider. We now are delivering food bank boxes to your home. We continue great health care, case management, food bank, and social support programs. We will soon expand our medical clinic hours. We will also open a pharmacy at the Cameron Road location later this fall. Having all of these services together means we can support you in handling all of your health needs.

While there will be changes, we also want you to know that the services you are getting currently will continue:

- You will be able to access the medical clinic, case management, and other services you rely on from ASA.
- You will receive services from staff through phone and email contact during our COVID-19 emergency. After that, services will be at the same locations and through the same telephone numbers at ASA.
- You will continue working with the same people you have trusted at ASA.

ASA's caring staff will still be available to help you with all of your needs. The Moody Medical Clinic will continue to provide its great services from the same location.

As we continue to serve you, we look forward to our organizations working together to better meet your needs. Vivent Health and ASA are excited to come together to continue and expand our excellent services in Austin.

For more information about ASA now being Vivent Health please go to www.asaustin.org or contact your case manager.

Sincerely,

A handwritten signature in black ink that reads "Paul". The letters are cursive and connected.

Paul E. Scott
Vice-President, Texas
Vivent Health

A handwritten signature in black ink that reads "Michael J. Gifford". The letters are cursive and connected.

Michael J. Gifford
President & Chief Executive Officer
Vivent Health