



Ending
the
HIV
Epidemic

iCARE Program

Frequently Asked Questions

What is the iCARE Program?

The Incentives for Care, Adherence, Retention and Engagement (iCARE) Program is for adults 18+ and virally unsuppressed with HIV where you can earn gift cards by staying in care, achieving viral suppression, and replying to a weekly check-in text message.

What are the goals of the iCARE Program?

- To help you stay in care and take their medication as prescribed by their doctor.
- To help you achieve viral suppression.
- To help you maintain viral suppression.

What is viral suppression?

Here's how it works: When you take medication to treat HIV, the virus stops multiplying. When HIV does not multiply freely, less virus circulates in your body. The amount of virus in your body is called the viral load. When you have a very low viral load—less than 200 copies per milliliter of blood—you have reached viral suppression. Maintaining viral suppression for at least six months means you cannot transmit or pass HIV to partners when having sex. That means that HIV is untransmittable.

How can I achieve or maintain viral suppression?

Be sure to take your HIV medication! After you start taking your medication, you should see your doctor regularly so they can test your blood and let you know when you have reached viral suppression.

If you have something going on in your life that might prevent you from taking your medication or making it to your clinic appointments, talk to your health care team about it. They can connect you to services and resources that you may find useful and help you reach your HIV treatment goals. If you don't have a healthcare team, a rapid navigator can help get you linked to care and other services. Call 833- 351- 2298 or visit bit.ly/RRP-NavigationSvcs [Flyer](#).

How will I know if I achieved viral suppression?

Your healthcare provider will order labs to see how your medication is working against the HIV virus. One of these tests, called a viral load test, measures how much HIV virus is in your blood. Your provider will do this test several times throughout the year.

How will the iCARE team know if I achieved viral suppression?

Clinics are required to report all HIV test results by law to the Los Angeles County Department of Public Health. The iCARE Team will look at the information provided by your clinic to check if you have reached viral suppression. Just so you know, all your information is kept private and confidential.

What do I need to do during the program?

If you're in the program, you will get a text message every Monday with one simple question asking if you took your HIV medicines in the past four days or if you are using a long-acting injection (Cabenuva). If you reply to the text message within 24 hours, you will earn a gift card for that week. It's that easy!

How much can I earn each week?

The gift card you earn each week depends on if your most recent viral load test shows that you reached viral suppression. Viral suppression means having less than 200 copies of the virus in your blood.

If your latest viral load test shows viral suppression (less than 200 copies), you will earn \$15 for replying to the text message each week. If your results do not show viral suppression (more than 200 copies), you will receive \$5 for replying to the text message each week.

What type of gift cards and how much can I earn in the program?

You will receive incentives in the form of Tango e-gift cards. Tango offers 110 gift card options, including Target, Walmart and Amazon. The most you can earn in the iCARE Program is \$600.

How do I access my gift cards? When will I receive them?

Our team will send you gift card details through email. Use the link we provide you to access the gift cards you earned. If you respond to the Monday text message, you will get your gift cards by the Friday of the same week.

Who should I contact if I cannot access my gift cards?

If you have not received your gift card or are having trouble accessing them, please email us at iCARE@ph.lacounty.gov or call/text (213) 757-0663.

Who will know I am enrolled in iCARE?

Enrollment in iCARE and your name are only shared with the iCARE Team who are responsible for managing gift card distribution.