

ADAP Liaison Training Notes Q&A

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Assessment Documentation Form

- **Liaisons to set up virtual meetings with agencies and use form to:**
 - Document understanding of providers and their challenges
 - Know which ADAP Enrollment Workers (AEWs) are submitting ADAP applications
 - Establish primary (AEW)/secondary (program coordinator) points of contact at agency
 - Guide conversations to identify where agencies may need additional support
 - Understand how agencies share Protected Health Information (PHI) among providers
 - Understand pharmacy networks
- **ADAP Liaisons to submit completed assessment form** to THMP Regional Coordinator and Regional Manager by December 30th

Updated Client Addresses

- **ADAP Liaisons need to communicate to AEWs:**
 - *Ensure applications and THMP have correct mailing address – if THMP receives returned mail the client will get dropped and will not get their medications (effective 11/1/2020)*
 - Note: THMP Mail does not get forwarded
 - If AEWs have not communicated with clients in some time ask AEWs to reach out to clients to confirm correct mailing address
 - AEWs may need to email or call (if permission given) client to confirm address
 - AEWs and clients can also call THMP directly to update client's address
 - THMP cannot update address based on pharmacy information or Medical Certification Forms (MCFs)
 - If no application due - contact THMP with new address
 - Submit overdue applications

- **ADAP Liaisons actively help AEWs problem solve challenges around obtaining addresses:**
 - AEWs to identify current contact information for clients (i.e., phone and email)
 - AEWs to work with agency staff or medical providers to coordinate communication with clients
 - Check with medical case managers or clinicians about upcoming medical or telehealth visits so AEW can get current mailing and contact information
 - Conduct surveys to ask clients what their preference is regarding contact about their medications
- **Determine if and when the ADAP Liaison would contact the client directly** – this will vary by area/jurisdiction. In many instances the AEW will be the primary contact with the client for ADAP.

Pharmacy Networks

- **Identify point of contact at agencies for coordination**
- **THMP network** dshs.texas.gov/hivstd/meds/pharmacy.shtm
- **TIAP/SPAP** ramsellcorp.com/individuals/tx.aspx
- **THMP updated pharmacy guidelines**
 - dshs.texas.gov/hivstd/meds/files/Guidelines-Pharmacy.pdf
 - *THMP medication that is not picked up or transferred within 10 days should be returned*
 - If pharmacies have any medications that were not transferred to another patient within 10 days, please arrange a return to the DSHS Central Pharmacy Warehouse.
 - *Medication should not be placed on auto refill*
 - THMP wants to ensure that the client is ordering the medication directly every month. Auto refill may create a situation where clients who no longer needs program services are continuing to have medication ordered on their behalf.
 - *Medications should be kept separate from other medications*
 - Please set up a separate area to store THMP medications.
 - *Clients should finish their old medications before requesting a new bottle*
 - Please indicate that there is a medical reason to switch the medication early with the order.
- THMP mails out a client list to participating pharmacies who have more than 10 enrollees or by request monthly.

Patient Assistance Programs (PAP)

- **In anticipation of clients getting dropped from ADAP** it is important for ADAP Liaisons and AEWs to be aware of local PAPs to assist clients
 - Other resources:
 - Harbor Path harborpath.org/adap
 - Administrative Agencies (AAs) and agencies are familiar with this portal for clients to access medications while waiting eligibility determination
 - AEW assists client to complete on-line application
 - Does not cover Gilead medications

- NASTAD Pharmaceutical Company PAP cost-sharing document (review document that will be sent and share with agencies)

Emergency Preparedness

- Identify point of contact at each agency
- Establish best form of contact (e.g., phone, email)
- Review Administrative Agency emergency preparedness plans (contact AA to locate this document)
- Reference THMP Policy on Purchasing Emergency Medications
 - dshs.texas.gov/hivstd/policy/policies/220-100.shtm

Completing and Reviewing Applications

- ADAP liaisons need to be familiar with application process
- Always check THMP website for most current version of ADAP application
dshs.texas.gov/hivstd/meds/document.shtm
- **Emergency application still in effect until further notice** – currently being used for new clients, renewals, and self-attestations
- **Automatic ADAP eligibility ending Dec. 30th** – need to prepare agencies to begin working toward regular eligibility processes (*agencies need to begin figuring out how to begin collecting income/residency documentation*)
- THMP to meet with ADAP Liaisons to develop new application once Emergency application is no longer in effect
- Review AEW training manual found here:
dshs.texas.gov/hivstd/meds/files/EligibilityBinder.pdf
- Review DSHS/THMP security policy: dshs.texas.gov/hivstd/policy/security.shtm
- Identify areas on the application that need attention (most common are date/signature/household income/spouse name)
- THMP to set up virtual training on the application in the near future

Current Priorities for ADAP Liaisons

- **GlobalScape**
 - ADAP Liaisons to communicate with their AA to get access information. This is a platform for THMP to share PHI with the field. DSHS sent an email to AA administrators about accessing this portal.
- **ADAP Liaisons to connect regularly with agencies/providers to:**
 - Set up standing meetings for all providers in your direct AA HSDA for information sharing and peer to peer technical assistance – be sure to include ADAP Regional Coordinator
 - Most important issue currently is getting AEWs to reach out to clients to get updated mailing address so clients do not get dropped from ADAP

- Set up individual provider meetings to review Assessment Form
- **Initiate communication with partnering AAs**
 - ADAP Liaisons to introduce themselves and how they will be supporting AEWs in their respective area
 - Work with AAs to establish processes for working in partnering AAs
 - DSHS will be communicating with partnering AAs about role of ADAP Liaisons
 - If possible, set up meetings with agencies in partnering AAs

QUESTIONS/ANSWERS/COMMENTS:

Now that income guidelines have been reinstated, what are the FPL thresholds for ADAP eligibility?

- *200% of the FPL*

GlobalScape:

- *ADAP Liaisons are encouraged to work with Administrative Agency to get access to GlobalScape to be able to see list of clients that THMP will be sending out*

Become familiar with THMP website content: dshs.texas.gov/hivstd/meds/

Common mistakes on the Emergency Application observed by THMP:

- Missing signature and/or date
- Documenting children
- Spouse name and information/income
- AEWs using an outdated application – current version is on the THMP website