

**FLORIDA AIDS DRUG ASSISTANCE PROGRAM**  
October 24, 2013 Statewide Conference Call Minutes  
10:00 AM – 11:45 AM

**Counties Represented:** Alachua, Brevard, Broward, Calhoun, Charlotte, Clay, Collier, Desoto, Duval, Escambia, Flagler, Hendry/Glades, Hillsborough, Indian River, Lafayette, Lake, Lee, Leon, Manatee, Marion, Martin, Miami-Dade, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, St. Johns, St Lucie, Suwannee, Volusia

**Headquarters Participants:** Lorraine Wells, Steven Badura, Jimmy Llaque, Paul Mekeel, Ashok Rajendran, Eunice Sawaya

**Outstanding PDAs**

- If a client's screen is grayed out, it is an indication that a PDA is outstanding. You will need to go under 'Edit' to 'Edit PDA' which will be listed in the left hand menu to view the PDA. If the client has picked up on this PDA, go to the Prescriptions page to log the pickup. If you are unable to log the pickup, call ADAP headquarters for assistance.
- If the client did not pick up on this PDA, select the drugs in the left hand box and then select the 'Remove' button to remove each drug, select the reason in the drop down box below and enter a justification for the action.

**Premium Plus Insurance**

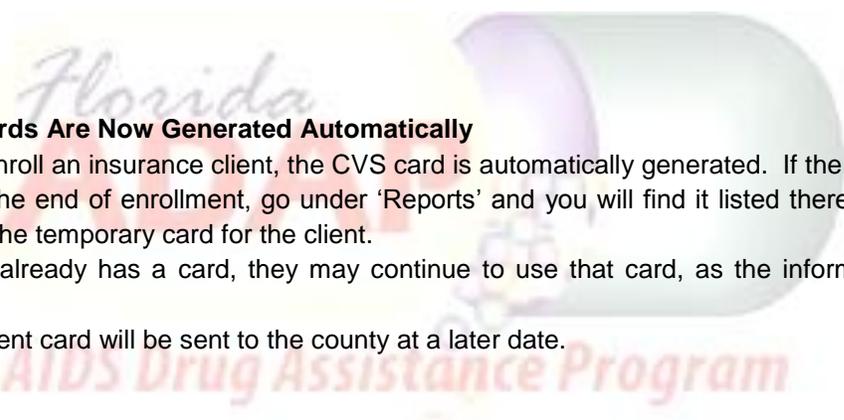
- AICP client enrollment: The AICP client transition deadline is November 15, 2013. Due to HRSA reporting requirements, it is important that the transition is completed by this time. For any counties trying to enroll a large number of AICP clients, ADAP headquarters will work with you to allow a longer enrollment completion date.
- A list was sent to the HAPCs identifying those who still need to transition. You may work with the local CBO to confirm the list and help with contacting these clients.
- ADAP will continue to pay for premiums, copays and deductibles for current AICP clients, COBRA and conversion policies thru employers. Guidance has not been provided to ADAP regarding new enrollments through the Affordable Care Act MarketPlace.
- When guidance is made available, it will be included in the core eligibility manual.

**CVS Cards Not Working**

- One of the main reasons that a CVS card does not process correctly at the local CVS pharmacy is due to the insurance information not being saved in the insurance module. Please confirm that the information you enter has been saved. This will allow the file to be activated at CVS and recognized when a client picks up medications at the CVS.
- The insurance module must be populated for all insurance clients: Medicare Part D, Unaffordable Copays/Deductibles and AICP.

**Insurances That Do Not Have CVS In Their Network**

- If an insurance client has coverage through a company that does not have CVS as part of their pharmacy network, a client will need to request a permanent override, allowing them to pickup at CVS. Once an override is approved, the client may pick up at CVS.
- If no override is approved, call ADAP headquarters for assistance in contacting HCSF to assist with payments on these. ADAP wants to make sure a client is able to access their medications.



### ■ Temporary CVS Cards Are Now Generated Automatically

- When you enroll an insurance client, the CVS card is automatically generated. If the card does not 'pop up' at the end of enrollment, go under 'Reports' and you will find it listed there. This allows you to print the temporary card for the client.
- If the client already has a card, they may continue to use that card, as the information will not change.
- The permanent card will be sent to the county at a later date.

### ■ HRSA Congratulations To The ADAP IT Team

- HRSA has congratulated the ADAP IT team for the ability to capturing clinical data elements for the ADR report. HRSA was very complimentary on the amount of data is correctly captured and reported on.
- Lorraine conveyed to HRSA how important the local ADAP staff at the CHDs were in entering client level data and how appreciative the program is to diligent staff.

### ■ Private Insurance

- As a reminder, to ensure that ADAP is the payer of last resort, all clients must access their private insurance before entering ADAP. To optimize dollars, all other resources must be explored and accessed first.
- ADAP Policy Manual: All clients with access to private insurance coverage must enroll in their private insurance plan unless it is determined to be inadequate or unaffordable.
- SECTION VIII – ADAP Premium Plus Insurance POLICY & PROCEDURES: Applicants who choose not to utilize their personal insurance that fully covers their needs affordably must be given a Notice of Ineligibility. Ryan White Patient Care programs are payers of last resort. See HRSA's Policies PN 07-05; HIV and AIDS Policies 13-05 and 13-06.
- The 'Welcome Packet' given to insurance clients states the importance of clients using their insurance and the penalties for not staying enrolled.

### ■ Central Pharmacy

- There is a 72 hour turnaround time for prescriptions.
- New prescriptions can be delayed if they are not completely filled out.
  - If the new prescription is incomplete the ADAP case manager is notified and/or the physician is notified
  - It can take 24 to 48 hours before the physician provides the needed information on the prescription
- Refill prescriptions can be delayed if the following occurs:
  - The current prescriptions are not on the ADAP Database; the ADAP case manager is notified and the prescriptions are processed and shipped once the ADAP Database is updated.
  - If the patient has a certain insurance code (B, I, J) or Premium Plus on the ADAP Database; the case manager is notified and instructed to contact the ADAP Office for permission to fill the prescriptions if approved.
- Provide Central Pharmacy updated contact information if a case manager leaves or a new case manager is hired.

## ■ Exception Request Form

- When is a physician's signature required on the Exception Request Form? If a client has been picking up meds (and has submitted written proof from a pharmacy) no doctor signature is needed.
- If there has been an interruption in taking medications, then a doctor signature is needed. The medical team may review to make certain that a client can continue on the regimen.

## ■ WebEx Trainings for ADAP staff

- November 14, 2013

## ■ Training : ADAP Database Enhancements

- ADAP – IT has implemented a couple enhancements on the insurance module to capture additional information identifying the type of assistance a Private Insurance client (AICP) will be receiving from ADAP.
- The following are the new enhancements in the Insurance Module:

### **Insurance Type**

- Once you have selected the insurance waiver reason as "AICP/PICP Transition" on the registration page, click "Go to Insurance Module" to enter data about client's private insurance. The "Check Boxes" have modified to select the right type of insurance. Please check the box "AICP/PI – (Private Insurance) when you are enrolling or re-enrolling an AICP client. Similarly, check the box "Unaffordable Copay (Not AICP)" if you have selected "Unaffordable Copays / Deductibles" as the Insurance Waiver reason on the registration page.
- There are "No Changes" to the fields when entering the Policy number and Address of the Insurance Company.

### **What type of help is needed?**

- There are 3 options in the drop down list for you to select:
- If the client needs help on Premium only, then select "Premium Only" in the drop down list.
- NOTE: *If you select this option, the temporary CVS card will not be generated.*
- If the client needs help on Copays/Deductibles, then select "Deductible and Copay" in the drop down list.
- NOTE: *If you select this option, the temporary CVS card will be generated.*
- If the client needs both Premium and Copay assistance, then select "Premium, Deductible and Copay" from the list.
- NOTE: *If you select this option, the temporary CVS card will be generated.*

### **Is client receiving assistance with prescription copays and deductibles?**

- This is a Yes or No question.
- Select "Yes", if the client is getting assistance through the local CBO and HCSF for copays/deductibles.
- Select "No", if the client is getting assistance with any other local program for copays/deductibles.
- TYPE the program name where the client is getting assistance in the TEXT field.

- Please do not forget to SAVE once you have entered all the data.
- Once saved, you will be seeing a grid at the bottom showing all the data that you entered.
- Close the window and continue the enrollment processes.
- *Note: Both 'Yes' or 'No' questions will appear only when the 'AICP/PI- Private Insurance' box is selected, not for the other insurance categories.*

## AIDS Drug Assistance Program

### **Log Missing Pick-ups in ADAP Database**

- The ADAP – IT team has implemented a feature to capture missing drug pick-ups.
- You may use this feature when a client has provided documented proof of picking up (as when picking up from CVS and is not getting recorded in the client's record). This will prevent the client's record to being closed due to 2+ Months No Drug Pick-up.
  
- Under the ADMIN section of a client profile click the "Log Missing Pick-ups" tab.

#### *Steps to enter data into "Log Missing Pick-up" table:*

1. Select the ADAP fiscal YEAR in the first drop down list.
2. Type the SSN of the client whose pick-up information that you are trying to enter, and then click "Search". It will populate the client's first and last name.
3. Select Pick-up Month that is missing,
  - a. Example: If the pickup was for the month of May, Check the box for May.
4. Enter the "Actual Pick-up Date" on the next field.
5. 'Expected Date of Pickup' field is for the next date the client will pickup.
6. Select "Type of Pick". Example: State Pharmacy Mail Order or CVS Mail Order, etc.
7. Select your County under "County of Pickup".
8. Click 'SAVE' button.

This information will prevent the client's name to appear on the 30 days Closure report and the client record will not close after 90 days.