

**SAME DAY Program Frequently Asked Questions (FAQs)**

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**Introduction:**

The program was first introduced through trainings held July 6 through July 10, 2020. On August 1, 2020, ADAP’s SAME DAY Program became available to all uninsured direct dispense clients. The HIV/AIDS Section Administrator sent an introductory email announcing the ADAP SAME DAY program on Monday, August 03, 2020. The email contained letter templates for ADAP staff/case managers and providers. The letter templates provide details about the SAME DAY program related to these roles. The CHDs were advised to customize and disperse the letters to Providers as well as other case managers.

**General Questions:**

**Q: What is the purpose of the SAME DAY program?**

A: The **SAME DAY** program is designed to expand medication access to ADAP Direct Dispense clients who receive prescriptions from their provider for medications that must be started on the same day or the day after the prescription is written.

**Q: What drugs does the SAME DAY program cover?**

A: The **SAME DAY** program covers medications and vaccines listed on the Florida ADAP formulary with the exception of HIV antiretroviral medications and hepatitis medications.

**Q: Where can I find the ADAP formulary?**

A: The ADAP formulary may be found at [ADAP Formulary](#)

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**Q: Some vaccines come in a series. Does the client use the SAME DAY card to receive the series?**

A: The client will be able to access series vaccines that are on the formulary.

**Q: Is the SAME DAY program replacing Ryan White and other AIDS drug assistance programs?**

A: No, the SAME DAY program is NOT intended to replace other programs.

**Q: Can the SAME DAY care be used to fill maintenance medications (medications that are regularly taken or taken daily)?**

A: The SAME DAY identification card should not be used to fill maintenance medication. Direct Dispense Clients will continue to send their maintenance medications to their usual dispensing pharmacy.

**Provider Information:**

**Q: What is the provider process for providing a SAME DAY medication prescription?**

The provider may call-in, fax or hand the SAME DAY prescription for medication to the client to take to the pharmacy.

**Q: What is the provider process for providing a SAME DAY vaccine order?**

The provider, case manager, and/or client will need to call ahead to the pharmacy for the following reasons:

- To verify if vaccine is in stock and can be administered in the client's chosen pharmacy, and
- To determine if clients need to fill forms required by the pharmacy providing the vaccination service.

**Q: What quantity should be written for the medication when using the SAME DAY program?**

A: The prescriber will write for the quantity needed for the client to start taking the medication immediately with no refills.

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**Q: What if the prescriber wants to continue the medication that was started on the SAME DAY program?**

If the client will continue to take the medication beyond the initial prescription allotment, a separate prescription with refills should be sent to CVS Specialty or the county health department pharmacy.

#### **SAME DAY Identification Card Distribution:**

**Q: Which clients are eligible to receive a SAME DAY identification card?**

A: All ADAP uninsured direct dispense program clients will receive a SAME DAY identification card. The card will not work if the client's ADAP Provide® record is closed or suspended.

**Q: Is there a grace period for clients whose recertification has lapsed and need a medication immediately?**

A: The recertification process must be completed in Provide® (PE) prior to the client accessing the pharmacy service. The client will have access within 24 hours of enrolling/re-enrolling in ADAP.

**Q: How will Direct Dispense clients receive their SAME DAY card?**

A: Direct Dispense clients have two ways to receive the SAME DAY card:

1. The ADAP PBM will mail the SAME DAY identification card to consented uninsured clients at the address in Provide®.
2. The CHD ADAP staff can provide the client with a printed version of the SAME DAY identification card. This may be accessed under the client's profile in ADAP Provide®. Clients will need to contact their local ADAP office for a printed copy of the ID card if they require immediate use of the program.

**Q: How can a client access a copy of the SAME DAY identification card if they don't want to go into the CHD due to COVID 19 concerns?**

A: Direct Dispense clients may request an emailed copy of their SAME DAY identification card from CHD ADAP staff.

**Q: Do clients need to consent to having a SAME DAY card emailed to them?**

A: Yes, clients will need to consent to emails if they prefer a copy of the SAME DAY identification card to be sent electronically. CHD ADAP staff must adhere to the guidance email sent from FL HIV-AIDS Patient Care Programs on May 18, 2020 for obtaining client consent to communicate health information via e-mail.

**Florida Department of Health  
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**Q: Can ADAP staff call the client's pharmacy to provide SAME DAY card information via phone?**

A: Yes. ADAP staff, clients and, or case manager may call the pharmacy on the client's behalf to provide the SAME DAY card information.

**Q: How will a client receive the SAME DAY card if they opt out of receiving communications from Florida ADAP?**

A: The CHD is the default mailing address for clients who opt out of receiving mail from FL ADAP. The CHD staff will place the cards in the clients' physical to hand to the client at their next appointment. The client may receive a printed copy from their local County Health Department as well.

**SAME DAY card client usage:**

**Q: How is the SAME DAY identification card used?**

A: The SAME DAY identification card can be used at participating pharmacies on the CVS Pharmacy Benefits Manager network for:

- Prescriptions from urgent care or the emergency room.
- Prescriptions for a new medicine needed on the same day or the day after the prescription is written.
- Prescriptions that require the client to stop one medication and start another on the same or next day.
- Prescriptions for vaccines.

**Q: Does the SAME DAY identification card cover hepatitis and antiretroviral medications?**

A: No, the SAME DAY identification card cannot be used to fill or refill HIV antiretroviral or hepatitis C medications. ADAP staff and case managers must work with the CHD pharmacy or CVS Specialty Pharmacy to ensure expedited access to HIV antiretroviral or hepatitis medications.

**Q: Can the client refill medications with the SAME DAY identification card?**

A: No, refills of the medication should be done by Specialty Pharmacy or the CHD pharmacy.

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**Q: What if the provider intends for the client to remain on the medication after getting the first fill through the SAME DAY program?**

A: If the client will be continuing a medication beyond the first allotment through the SAME DAY program, the client should ask their health care practitioner to send the prescription with refills to the appropriate pharmacy. The SAME DAY identification card should not be used to fill maintenance medication.

**Q: Can the SAME DAY identification card be used out-of-state due to an emergency?**

A: Yes, the SAME DAY identification card can be used at any retail store within the CVS Pharmacy Benefit Manager network of pharmacies throughout the United States and Puerto Rico.

**Pharmacy Perspective:**

**Q: What happens if a client takes a hepatitis or antiretroviral prescription to a retail pharmacy?**

A: The retail pharmacy will not be able to bill ADAP for the prescription fill for HIV antiretroviral or hepatitis medications. Prescriptions for maintenance medications and hepatitis should be sent to the county health department pharmacy or CVS Specialty.

**Q: What should a client do to locate a pharmacy to obtain a vaccine?**

A: A client can call or visit a local participating pharmacy in the network (a list may be found at [Participating Florida Pharmacy Directory by County](#)) call and ask if they have the vaccine(s) in stock and if vaccines are administered on site. The client will need to present the SAME DAY identification card at the time of service.

**Q; Will the client have to pay the pharmacy a vaccine administration fee?**

A: No. There is no cost to the client to receive vaccinations on the SAME DAY formulary using the SAME DAY identification card.

**Q: Can a client pick up a vaccine to take to his provider to administer the vaccine?**

A: No. Clients may not transport vaccinations from the pharmacy.

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**Printable Documents information:**

**Q: Where can one print a copy of the palm sized card with additional information about the program?**

A: Printable versions of the SAME DAY palm sized card with additional information about the program may be printed in Provide® by CHD ADAP staff and from the Florida ADAP website.

**Q: Where can one find the coaching document?**

A: The SAME DAY Coaching document can be found in Provide® under *Reference/Documentation/By Type*.

**Q: Where should the ADAP staff/ case managers place the coaching document once it has been reviewed with the clients on the use of SAME DAY?**

A: A scan of the coaching document should be placed as an attachment under “Notes” in the client’s profile.

**Q: How can one access a copy of the training slides?**

A: A copy of the training slides will be sent through email to Florida ADAP staff, Lead Agencies, and Ryan White Part A grantees upon request.