



Module 1: A Partnership in Client Services: Overview of MADAP Webinar Series

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Prevention and Health Promotion Administration



About *Alive!* Maryland



The **Maryland Department of Health** has engaged with **HealthHIV** to launch *Alive! Maryland*, the first-ever comprehensive capacity building initiative for the infectious disease and primary care workforces in the State of Maryland.

For more information on this initiative and a listing of trainings, resources, and events, please visit

www.alivemaryland.org

HealthHIV



Services



- Individualized trainings and technical assistance
- CME-eligible virtual trainings and self-paced curricula
- Downloadable resources and toolkits for community partners
- Interactive MDH training calendar

CBA and Training Core Content Areas



- Effective HIV, Viral Hepatitis, STI Prevention, Care, and Treatment Programs for specific populations
- Health Equity
- Financial and Grants/Management/Compliance
- Care and Treatment
- Organizational and Infrastructure Development
- Prevention and Surveillance
- Ending the HIV Epidemic (EHE)

Presenter Introduction

Misty Carney, B.S., PharmD, AAHIVP



Misty Carney is from Tennessee and has lived in the D.C. area for 19 years. As the MADAP Center Chief, Misty believes that the most rewarding part of her job is educating patients and the community in order to help protect and improve their health. Her passion and strengths in HIV particularly lie with contributing to solution driven efforts within the care continuum to positively impact patient care, educate and help improve the lives of residents in the Metropolitan Washington, D.C. area and across the state of Maryland, and support the nation's goal of Ending the HIV Epidemic.

Education and Professional Activity:

- an alumna of Tennessee State University, Howard University School of Pharmacy, and the University of Maryland School of Public Health
- a credentialed HIV pharmacist with the American Academy of HIV Medicine who has more than 12 years of experience within infectious disease and public health
- a commissioner for the Washington DC Regional Planning Commission on Health and HIV and a part of the Comprehensive Planning Committee
- a preceptor for pharmacy students at Howard University School of Pharmacy and recipient of the Preceptor of the Year Award

Henry Ford once said...

“Coming together is a beginning, staying together is progress, and working together is success.”

Course Objectives

To improve the quality of client services provided by case managers and patient advocates through presentations on:

- ❖ the public health strategies, programs of assistance and best practices that help individuals with HIV infection get health care services under the Ryan White Care Act and the Affordable Care Act
- ❖ the criteria and details of MADAP eligibility, the application process and the coordination of benefits between MADAP and other payers
- ❖ the collaboration between MADAP staff, providers and individuals with HIV infection in navigating ongoing changes in health care services

Course Content

- ❖ Intro to MADAP and HIV Care Resources
Modules 1-2
- ❖ MADAP Eligibility and Pharmacy Services
Modules 3-7
- ❖ Insurance Coverage and Premium Assistance Services
Modules 8-14

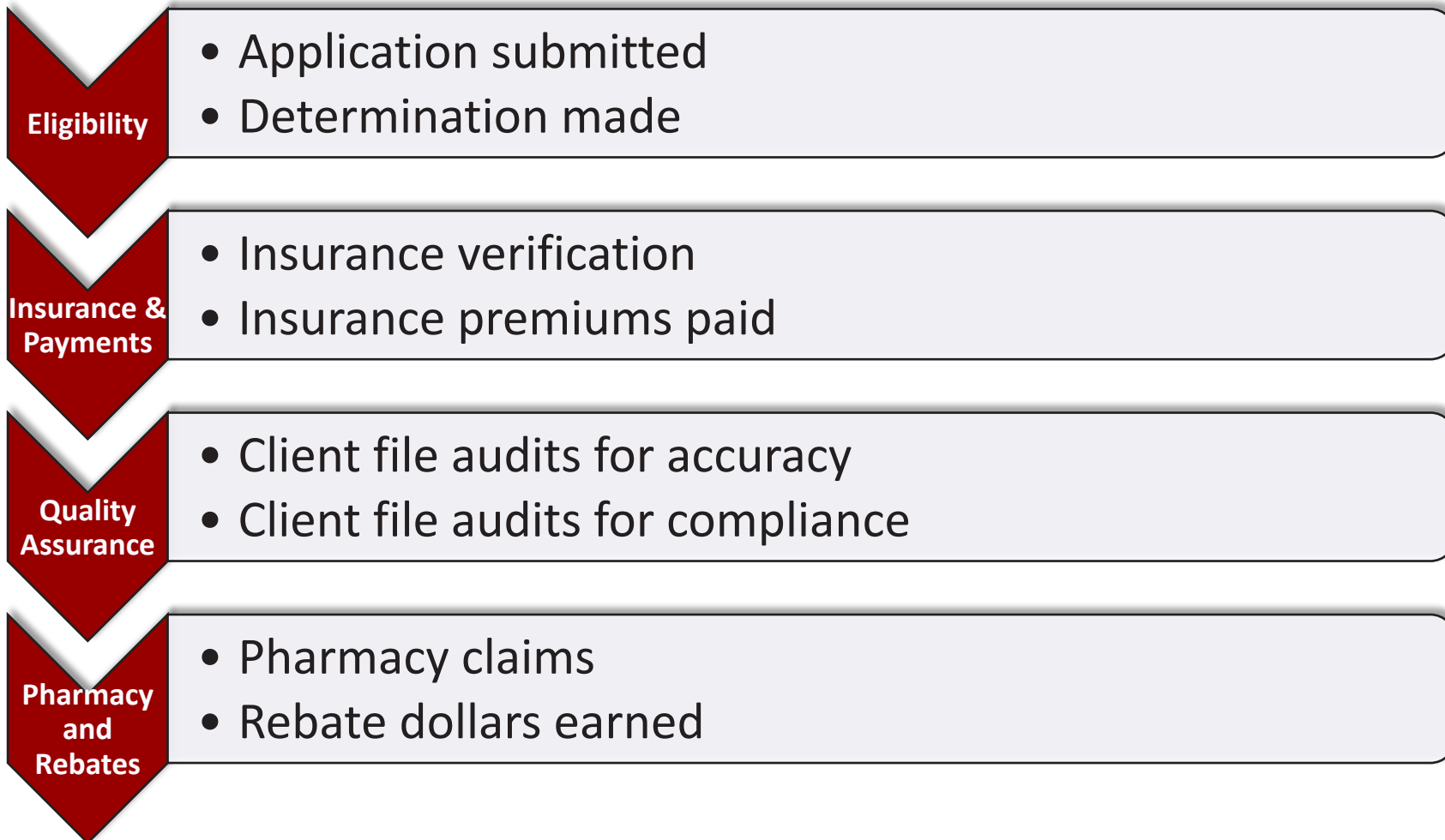
What is MADAP?

- ❑ The Maryland AIDS Drug Assistance Program is a federally funded, direct service, safety-net program that provides access to HIV treatment medications and insurance premium assistance to eligible Marylanders living with HIV.
- ❑ Payor of last resort
- ❑ It has 2 components:
 - MADAP – full pay access to medication only
 - MADAP Plus – insurance premium assistance AND access to medication assistance

Goal of MADAP

To improve client access to HIV medications, to increase viral suppression by increasing client adherence to medication regimens and helping clients monitor their progress in taking their medications, to educate clients with respect to the dynamic health insurance environment that we now live in, and to support Ending the HIV Epidemic: A Plan for America in securing at least a 90% reduction of new HIV infections by 2030.

How does MADAP flow?



Updates in Eligibility

☐ The MADAP Application Process

- ☐ Full 9-page application required once
- ☐ Internal 6-month verification review
- ☐ One-page annual recertification document

☐ MADAP's Response

- ✓ Increased staff and edits to workflow to impact determination and turnaround time

Mounting Interest in Insurance

□ MADAP Plus

- Maintaining MADAP as payor of last resort

□ MADAP's Response

- ✓ Request for all insurance cards and insurance premium cost information annually
- ✓ Ensuring that employer-based plans are ACA compliant to qualify for premium payment (same standard for Medicare and QHP plans)
- ✓ Educating clients and other stakeholders about insurance navigation as it relates to MADAP Plus eligibility via a series of interactive meetings annually during open enrollment.

Paying Attention to Payments

☐ **MADAP Insurance Payment Concerns**

- ☐ Limited payment options
- ☐ Delays in payment remittance
- ☐ Delays in payment postings to client accounts

☐ **MADAP's Response**

- ✓ Request for annual insurance premium information from clients
- ✓ Partner with Maryland Health Exchange and CareFirst to receive insurance premium invoices monthly
- ✓ Advanced payments to coincide with 6-month eligibility dates

Preventing Pharmacy Problems

☐ Delays at the Pharmacy

- ☐ Overrides for medication

☐ MADAP's Response

- ✓ Changes to gatekeeping activities
- ✓ Providing educational sessions to community on pharmacy resources to support medication access during periods between MADAP eligibility
- ✓ Communicating with pharmacies on client's behalf to request medication access support when needed

Closing for Module 1

This module provided a general overview of

- MADAP and our goals
- MADAP program services
- MADAP workflow/operations

Next: Module 2 – HIV Health Care Initiatives and Ryan White Resources

Resources/References

- Part B, the AIDS Drug Assistance Program (ADAP)
Ryan White HIV/AIDS Program (RWHAP)
HIV/AIDS Bureau, Health Resources and Services Administration (HRSA)
<https://ryanwhite.hrsa.gov/about/parts-and-initiatives/part-b-adap>
- HRSA HAB Policy Clarification Notice 21-02 *Determining Client Eligibility & Payor of Last Resort in the Ryan White HIV/AIDS Program*
Issued by: Ryan White HIV/AIDS Program (RWHAP), October 19, 2021
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/pcn-21-02-determining-eligibility-polr.pdf>
- Maryland AIDS Drug Assistance Program (MADAP)
Maryland Department of Health
<https://health.maryland.gov/phpa/OIDPCS/Pages/MADAP.aspx>