



Maryland
DEPARTMENT OF HEALTH

Client Services and Open Enrollment “Prime Time” for 2023: Session 5

**Hosted by Client Services
Maryland AIDS Drug Assistance Program
Prevention and Health Promotion Administration**

December 14, 2022



Mission and Vision

MISSION

The mission of the Prevention and Health Promotion Administration is to protect, promote and improve the health and well-being of all Marylanders and their families through provision of public health leadership and through community-based public health efforts in partnership with local health departments, providers, community-based organizations, and public and private sector agencies, giving special attention to at-risk and vulnerable populations.

VISION

The Prevention and Health Promotion Administration envisions a future in which all Marylanders and their families enjoy optimal health and well-being.

IDPHSB COMMITMENT STATEMENT

Our Commitment as a Bureau is to partner with communities to achieve health equity for all Marylanders. Our priority is to advance social and racial justice and we are committed to undoing racism within our public health systems. It is our responsibility to serve Marylanders without any bias or discrimination and ensure open access to services and resources.

MADAP's Goal

The goal of MADAP is:

- ❖ 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 stakeholders with respect to the dynamic health insurance environment that we live in
- ❖ To support *Ending the HIV Epidemic: A Plan for America* in securing at least a 90% reduction of new HIV infections by 2030

MADAP Eligibility Team

Misty Carney, MADAP Center Chief

Nancy Etheridge-Guest, MADAP Deputy Chief

MADAP Eligibility Team

Elaine McLeish, Supervisor

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Sheila Briggs, Lead

Christina Rawley, Specialist

Shanelle Barbee, Specialist

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Kayla Riley

Prime Time for 2023 – Session 5 Agenda

- ❑ MADAP Recap
- ❑ MADAP Enrollment and Renewal Overview
- ❑ Citizenship and Immigration Status
- ❑ Open Enrollment Resources

Prime Time for 2023

MADAP Recap

MADAP Eligibility

- ❑ To be eligible for MADAP services, an individual must:
 - ✓ Be a Maryland resident
 - ✓ Be HIV positive and prescribed HIV medication(s) on the MADAP formulary (MADAP does not cover pre or post-exposure treatment)
 - ✓ Have a household gross income below 500% of the Federal Poverty Level (FPL)
- ❑ An individual is prohibited from receiving full MADAP services if eligible for any Maryland Medicaid Programs or coverage groups that provide Medical Assistance (MA) with pharmacy benefits. MADAP provides temporary assistance (TAP) for clients with pending MA applications.

MADAP Services

What MADAP covers for eligible clients:

- 100% of the cost of drugs on the formulary for clients with no insurance
- Deductibles, copays and coinsurance of drugs on the formulary for clients with insurance, except for Medical Assistance (MA)
- **Health care insurance and prescription plan premiums for eligible clients**



Benefits of Health Care Coverage

The Ryan White Program is not health coverage

The RWHAP and AIDS Drug Assistance Program (ADAP) provide direct services, prescription benefits and premium assistance to fill the gaps in HIV care as ***payer of last resort***. These services do not replace insurance for health care coverage. Eligible RWHAP and MADAP clients benefit greatly from enrolling in health care coverage that provides:

- ❑ affordable access to both HIV and non-HIV health care services and medications, and
- ❑ financial protection against unexpected medical costs not covered by the Ryan White Program (in-patient care, rehab, home health services).

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MADAP Enrollment and Renewal Overview

MADAP Enrollment

Enrollment Application Process

- The new MADAP Enrollment Application (on website) must be completed and submitted with the necessary documentation to determine eligibility for MADAP/MADAP Plus.
- An new applicant needs to complete an Enrollment Application Form (one time only). If the applicant has had MADAP services in the past, the person may be required to complete the revised Enrollment Application.

Enrollment Application

- ❑ Follow instructions for the Enrollment Application Form
- ❑ Be sure the application is
 - ❑ complete—that every question has been answered and all required documentation included (if not applicable, respond with “N/A”)
 - ❑ legible
 - ❑ signed by the client (and client’s spouse, if applicable) and that the signature date is within the past 60 days



Eligibility Documentation

The following eligibility documentation must be submitted with an *Enrollment Application*:

- Proof of HIV sero-positive status or other evidence of HIV infection on medical form (one time only)
- Proof of Maryland residency
- Documentation of gross household income
- If the client has Medicare or any insurance, include a copy of the insurance and/or prescription card(s)

HIV Status and Medical Form

To determine HIV status for MADAP eligibility:

- an applicant's HIV antibody or RNA status must be **confirmed** with documentation of an approved diagnostic lab tests
- An individual with HIV exposure, **only**, is **NOT** eligible for MADAP coverage
- Submit the current [A-1 Medical Criteria form](#) with the Enrollment application, (**one time only** for new clients) signed, dated and completed with the credentials of a licensed clinician (M.D., D.O., PA or NP)
- Make sure the client's name is on the form and that all sections of the form are filled out



Maryland Residency

To determine Maryland residency:

- An applicant must provide proof of current Maryland residency or having established residency in Maryland, submitted with the Enrollment Application
- An applicant ***does not*** need to be a U.S. citizen or lawfully present to be MADAP eligible
- If an applicant is homeless, verification must be provided (No Income and Homeless Verification form, [A-2](#))



Proof of Address

We will accept:

- Current lease or mortgage statement
- Bill with address (utility bill, phone bill) dated within 60 days of the application's receipt
- Post-marked envelope, with address on envelope, dated within 60 days of the application's receipt
- Paystubs and award letters with current address
- Letters from MADAP or case managers

We will not accept:

- Bills or envelopes more than 60 days old
- Driver licenses or Maryland ID cards issued over 1 year of the application's receipt

Household Size

To determine household size for MADAP eligibility, the household members include:

- the applicant, and
- other persons living in the residence with whom the applicant has a legal or financial relationship and/or that are listed as dependents on the applicant's recent tax return

Income Eligibility

- Income eligibility for the MADAP program is based on the projection of gross household income that is reasonably expected to be available to the client for the 12-month period beginning with the month in which the completed MADAP application is filed.
- Gross income (before any pay deductions) includes both earned and unearned income. No deductions are made from the gross household income prior to calculating MADAP eligibility.

Proof of Income

INCOME DOCUMENTATION

Income documentation must represent 30 days worth of income from within the last 60 days

We count income for the entire legal household, including client's spouse (even if client is separated but the spouse lives in the same house), relatives living in home (under 19 years old), or client's parent(s) or a dependent child, if reported on tax returns

We project the client's income for the next 12 months

Check the EVS

**To ensure efficient processing,
case managers are advised to do the following:**

Check the Eligibility Verification System for Maryland Medical Assistance (EVS) before submitting a client's application

- The EVS is available for registered providers to check on recipients' eligibility for any type of Maryland Medicaid benefits.
- A registered provider may use the EVS either by dialing 1-866-710-1447 or by visiting the website: www.emdhealthchoice.org.

Processing MADAP Applications

Determining eligibility:

- Only complete applications (including documentation) are processed.
- The MADAP eligibility period is for a maximum duration of 12 months
- Eligibility is given from the 1st day of the month in which the application was received (unless otherwise determined by MADAP)
- If the applicant is requesting MADAP Plus assistance, also, the insurance staff will verify client's health insurance plan once MADAP eligibility is approved.

Processing MADAP Applications

- Eligible applicants are mailed an acceptance letter and MADAP card; ineligible applicants are mailed a denial letter.
- If the MADAP application is incomplete, the client will be sent a letter requesting the missing information. The client and/or client's case manager will be called to request missing information.
- If the application remains incomplete for 30 business days, the application will be denied, and the client will be mailed a denial letter.
- Clients must complete annual verifications for MADAP to maintain their eligibility.

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Citizenship and Immigration Status

Citizenship and Immigration Status

Ryan White Program Policy Notices

MADAP is working on updates to our policies to clarify what clients are required to submit to MADAP about their immigration status.

PCN 21-02 states **affirmatively** that immigration status is irrelevant for the purpose of eligibility for RWHAP Services.

However, PCN 13-02 provides clarity about complying with the rules that say RWHAP Services must be the ***payer of last resort***.

Citizenship and Immigration Status

Going forward, MADAP will not ask for immigration documentation if a client is undocumented or *not lawfully present* in the USA, e.g.

- Visa has expired and client has not returned to the country of birth, is now **unauthorized** to remain in the US and if caught by ICE would be deported back to their country of origin

MADAP will continue to require immigration documentation for individuals with an eligible immigration status, including the following:

- **Lawful Permanent Residents* (LPR/Green Card Holders)**
- **Asylees**
- **Refugees**

**(After 5-years client is eligible for Medicaid)*

Citizenship and Immigration Status

Asking Clients about their Immigration Status

- If client is an immigrant and reports being a US citizen, ask the following as applicable:
 - Do they have a US Passport or a Green Card?
 - Do they have a work permit?
 - Do they have a Work authorization letter?
 - **PLEASE ASK FOR THESE DOCUMENTS** so we can better serve them. (An attachment of what to ask for can be requested.) - chrome-extension://efaidnbnmnnibpcajpcglclefi ndmkaj/https://www.healthreformbeyondthebasics.org/wp-content/uploads/2017/11/REFERENC EGUIDE_Immigration-Documents.pdf
- When verifying client's income, ask if they have a Social Security Number.
- Or ask if client has an ITIN number, which, is a number issued from IRS. (This is not as Social Security Number.)
- If you report this number, client's income is now classified as "***Documented income***" and we will be **required to use it** regardless of the client's Immigration Status.
- Please specify if the number sent is an ITIN number so that further information on Immigration Status will not be required.

Citizenship and Immigration Status

What is as ITIN Number:

- An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service. The IRS issues ITINs to individuals who are required to have a U.S. taxpayer identification number but who do not have, and are not eligible to obtain, a Social Security number (SSN) from the Social Security Administration (SSA).

What is an ITIN used for?

- IRS issues ITINs to help individuals comply with the U.S. tax laws, and to provide a means to efficiently process and account for tax returns and payments for those not eligible for Social Security numbers. They are issued regardless of immigration status, because both resident and nonresident aliens may have a U.S. filing or reporting requirement under the Internal Revenue Code. ITINs do not serve any purpose other than federal tax reporting.
- **An ITIN does not:**
- **Authorize work in the U.S.**
- **Provide eligibility for Social Security benefits**
- **Qualify a dependent for Earned Income Tax Credit Purpose**

Citizenship and Immigration Status

U.S. Citizens

A U.S. citizen is someone who's born in the United States (including U.S. territories, except for American Samoa) or who was born outside the U.S. and who either:

- Was naturalized as a U.S. citizen
- Derived citizenship through the naturalization of his or her parent(s)
- Derived citizenship through adoption by U.S. citizen parents, provided certain conditions are met
- Acquired citizenship at birth because he or she was born to U.S. citizen parent(s)
- Became a U.S. citizen by operation of law

U.S. Nationals

A U.S. national is someone who's a U.S. citizen or owes permanent allegiance to the U.S. With extremely limited exception, all non-citizen U.S. nationals are people born in American Samoa or people born abroad with one or more American Samoan parents under certain conditions.

Citizenship and Immigration Status

People with the following immigration status qualify for Marketplace coverage:

- Lawful Permanent Resident (LPR or Green Card Holder)
- Asylees
- Refugees
- Cuban and Haitian entrants
- Paroled to the U.S. for at least 1 year
- Conditional entrant granted before 1980
- Battered non-citizens, spouses, children, or parents
- Granted withholding of deportation
- Victims of trafficking and their spouses, children, siblings, or parents
- American Indian born in Canada
- Humanitarian statuses or circumstances (including Temporary Protected Status, Special Juvenile Status, asylum applicants, Convention Against Torture, victims of trafficking)
- Valid non-immigrant visas
- Legal status conferred by other laws (temporary resident status, LIFE Act, Family Unity individuals)

Citizenship and Immigration Status

- In general, Maryland Medicaid and CHIP require immigrants to become lawful permanent residents and to wait 5 years before they can enroll in coverage. During this 5-year waiting period, eligible individuals may be able to get coverage to treat an emergency medical condition.
- Lawful permanent residents who haven't completed the 5-year waiting period can enroll in a Marketplace plan and may be eligible for premium tax credits and cost-sharing reductions.
- Undocumented immigrants aren't eligible to buy Marketplace health coverage, or for premium tax credits and other savings on Marketplace plans. But they may apply for coverage on behalf of documented individuals.
- MADAP clients who are ineligible for Marketplace health coverage due to immigration status can enroll in an **Off-Exchange** plan covered by MADAP Plus.

Citizenship and Immigration Status

Protections for Immigrant Families

When immigrants apply for coverage through the Maryland Health Connection, their information is protected in the following manner:

1. Applying for health coverage does not allow another agency, such as Immigration and Customs Enforcement (ICE), to get access to the applicant's personal information.
2. The applicant must provide only the immigration status for the family members who are applying for coverage, such as the children.
3. Enrolling in health coverage will not prevent the applicant's loved ones who are undocumented from getting a green card or other legal documentation in the future.

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Open Enrollment Resources

Partnership in Client Services Modular Series

MADAP: Partnership in Client Services

A comprehensive training series from ***Alive! Maryland*** that lays the groundwork for understanding and applying to MADAP and covers various essential sub-topics. This training series is entirely self-paced and online — participate on your own schedule and revisit the material as needed.

This training is designed for HIV case managers, community health workers, and other HIV care providers. At the conclusion of this training, you will be able to:

- Define and describe the components of MADAP
- Assist clients with applying for and receiving MADAP resources
- Engage with the community about the benefits of MADAP

Interactive Client Services Resources

MADAP Resources Page

Alive! Maryland has launched the **MADAP Resources Page** designed for clients, case managers, healthcare providers, and other stakeholders to do the following:

- ❑ Become familiar with MADAP basics
- ❑ Access resources and updates on the program, including FAQs, glossary, MADAP operations updates, and more
- ❑ Submit questions to the experts at ***Alive! Maryland***

Target ACE TA Center

Access, Care, and Engagement (ACE) TA Center

- ❑ Source of HRSA's RWHAP training and technical assistance, organized by topic area:
<https://targethiv.org/>
- ❑ Gives you a library of Tools and Resources including an overview of Health Care Basics and other archived webinars on health care, organized by coverage type:
 - Marketplace
 - Medicare
 - Medicaid

https://targethiv.org/sites/default/files/media/documents/2022-09/NewStaffWebinarPt1_508.pdf

- ❑ Furnishes Policy Blogs to read and stay up-to-date on health care policy news

MADAP Contact Information



MADAP
1223 W. Pratt Street
Baltimore, MD 21223



Telephone Lines:
Local: 410-767-6535;
Toll Free: 1-800-205-6308

Fax Lines:
410-333-2608,
410-244-8617

Office hours:
8:30 AM to 4:30PM, Mon-Fri

Pharmacy Help Line:
1-800-932-3918

Email and Website Addresses:

MADAP applications and forms:
client.services@maryland.gov

Insurance invoices and bills:
mdh.csopen_enrollment@maryland.gov

Website for MADAP Forms:

<https://health.maryland.gov/phpa/OIDPCS/Pages/MADAP.aspx>

Questions and Answers



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