



Infectious Disease Prevention and Health Services Bureau

Maryland AIDS Drug Assistance Program (MADAP) Service Standards

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Intended audience	Case managers, MADAP applicants, MADAP clients, and other stakeholders

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I. OVERVIEW OF SERVICES

The Maryland AIDS Drug Assistance Program (MADAP) is a state-administered program authorized under Part B of the Ryan White HIV/AIDS Program to provide FDA-approved medications to low-income clients with HIV who have no or limited health care coverage. MADAP also assists with health plan premium payment for eligible plans through its Premium Payment Assistance Program, MADAP Plus. Since Ryan White Part B funds must remain payer of last resort, other funding sources are vigorously pursued. MADAP ensures that applicants and clients are ineligible for Maryland Medical Assistance (MA). For individuals who have an urgent need for medication and have submitted an application for MA or Low-Income Subsidy/Extra Help (LIS), MADAP can provide short-term coverage through the Temporary Assistance Program (TAP).

The MADAP office is located at 1223 W. Pratt Street, Baltimore, MD 21223. All questions or concerns can be directed to Client Services at 410-767-6535 or client.services@maryland.gov.

II. ELIGIBILITY AND RECERTIFICATION REQUIREMENTS

A. MADAP Eligibility Requirements

MADAP applicants are to submit a completed application form and include required documentation (i.e. proof of residency¹, [medical eligibility form](#)², and proof of income³).

To be eligible for MADAP services applicants must:

1. Live in Maryland
2. Be diagnosed with HIV
3. Have a gross household income at or below [500% of the Federal Poverty Level \(FPL\)](#)⁴

¹ Accepted forms of documentation and how recently they must be dated are listed on page 2 of the MADAP application. More information is also available in Appendix A on page 9. If an applicant is homeless, a CM or shelter representative may complete an [A-2: No Income and/or Homeless Verification Form](#).

² Note: A current medical eligibility form is only required for new MADAP applicants.

³ Proof of income is required and must be current (i.e. within the last 60 days). For more information, please review pages 3-4 of the MADAP application and Appendix B on page 9. If an applicant has no income, a supporting relative or friend may complete an [A-2: No Income and/or Homeless Verification Form](#). If an applicant does not receive pay stubs, they may complete an [A-3: Cash Only Verification Form](#).

⁴ The MADAP eligibility income guidelines are updated annually when the FPL is adjusted and go into effect on February 1st.

B. MADAP Plus: Premium Payment Assistance Program

To be considered eligible for MADAP Plus, an applicant must:

1. Meet all the eligibility criteria for MADAP
2. Be enrolled in an insurance plan that is eligible for payment by MADAP (see Appendix)
3. Submit a request for insurance premium payment (e.g. bill, invoice, coupon)

Eligible Insurance Plans⁵

1. Qualified Health Plans purchased either on or off the marketplace
2. Medicare Plans including Part D and supplemental plans
3. Private Employer-based plans, if the client pays 50% or more of the plan's total monthly health insurance premium, the plan covers HIV medications, and the employer is willing to accept a third party payment from the "State of Maryland Insurance Program"
4. Private insurance plans that meet criteria for the essential benefits⁶

C. Recertification Requirements

Clients with active MADAP coverage are to provide a recertification form annually and submit proof of income, proof of residency, and changes in insurance coverage, if any.

D. Temporary Assistance Program (TAP)

MADAP has a [Temporary Assistance Program \(TAP\)](#) for individuals who have a need for medication but meet criteria for MA or LIS. TAP applications must be completed and submitted by a Case Manager (CM) or healthcare professional. Before applying for TAP, a complete application must be submitted to MA or LIS.

III. SERVICE COMPONENTS AND ACTIVITIES

1. Eligibility & Application Determination Insurance Verification

MADAP ensures that clients are eligible for services and maintains up-to-date client records.

Related National Monitoring Standard:

"Funding allocated to a State-supported AIDS Drug Assistance Program (ADAP) that provides an approved formulary of medications to HIV-infected individuals for the treatment of HIV disease or the prevention of opportunistic infections, based on eligibility determination criteria, income guidelines and Federal Poverty Level (FLP) threshold set by the State"⁷

STANDARD	MEASURE
1.1) Applications and forms are easily accessible	The date when recertification forms are mailed is noted in the client's record.

⁵ A list of eligible plan types and required documentation for each plan type are available on page 6 of the MADAP application.

⁶ The health insurance plan must cover the essential benefits required under the Affordable Care Act or meet the current guidelines under Medicare. Additionally, the plan must provide prescription coverage with a formulary comparable to MADAP.

⁷ HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards - Program Part B. April 2013. Pages 5-6.

<p>The MADAP application with appendices, TAP application, and recertification form are available on the MADAP website and at the MADAP office. Forms can also be sent via email or mail, upon request.</p> <p>Please note that TAP applications must be completed by a CM or healthcare professional. Interested applicants should reach out to their CM, local health department, or clinic for assistance with submitting an MA/LIS application and MADAP TAP application.</p> <p>Recertification forms are mailed to clients at least 45 days before the end of their enrollment period.</p>	
<p>1.2) Applications, recertifications, and accompanying documentation are accepted for processing</p> <p>An applicant can submit all documentation to MADAP via email, walk-in, fax or mail. Initial review of applications and recertifications are completed by an eligibility specialist.</p>	<p>Documents received by MADAP are time-stamped upon arrival and receipt of documentation is noted in the client’s record.</p> <p>At this time, MADAP is unable to confirm receipt of documentation that is submitted by mail or fax. Applications submitted via email receive a response confirming receipt. This response is sent directly to the individual who sent the email and will carbon copy other email addresses included on the original email. Clients can also visit the MADAP office to deliver documents.</p>
<p>1.3) Attempts are made to obtain missing information</p> <p>If an application does not contain all of the required documentation and information, the MADAP eligibility specialist will send a letter (i.e. waiting for information letter) via mail to the client requesting submission of missing information within 30 days.</p>	<p>The date when a waiting for information letter is mailed and what information is missing is noted in the client’s record.</p>
<p>1.4) Completed applications are processed and an eligibility determination is made promptly</p> <p>The MADAP Eligibility Unit makes an eligibility determination no later than 10 business days after receipt of a properly completed application or recertification from the applicant or CM. The review of TAP applications and new client applications are prioritized.</p>	<p>Documentation of the completed MADAP application or recertification is recorded in the client's record along with the date of eligibility determination. Additionally, applications, recertifications, and supporting documentation are organized and stored.</p>

<p>An application is considered completed when all of the following information is received by MADAP:</p> <ol style="list-style-type: none"> Completed application form with client and spouse signature, if applicable Proof of residency Proof of income⁸ Medical eligibility form on file <p>TAP applications must contain documentation that an application for MA or LIS was submitted (e.g. confirmation number).</p>	
<p>1.5) Eligible clients are notified and provided with a MADAP ID number</p> <p>Upon eligibility determination for new and recertifying MADAP clients, welcome letters and MADAP ID cards are mailed; reports of eligible clients are generated by the MADAP Database/IT Unit and letters are mailed by MADAP administrative staff in batches at least once per week. Additionally, for new MADAP clients, eligibility specialists call the CM or the client to provide them with the MADAP ID number and eligibility dates upon eligibility determination.</p>	<p>The date when the welcome letter is mailed is noted in the client's record.</p>
<p>1.6) All denials due to income and missing information are reviewed for accuracy prior to applicant denial notification</p> <p>The second signature process includes review by the MADAP Quality Assurance Unit prior to denial. Review is not conducted for clients who are ineligible due to active MA coverage or residency.</p>	<p>Second signature determinations are logged and tracked using a quality assurance electronic program/application.</p>
<p>1.7) Ineligible applicants and applicants who did not submit requested documentation receive notification of the denial, including a reason for the denial and information about options if they are dissatisfied with the decision</p> <p>Denial letters are mailed to clients by eligibility specialists after denial determination and second</p>	<p>The date when denial letters are mailed is noted in the client's record. Additionally, documentation related to any reconsideration requests are noted in the client's record.</p>

⁸ Proof of income must be submitted for all adult household members. Please note: For applicants who are legally married, proof of spouse income or attestation of no income is required. To avoid delays, if an applicant is married but that spouse does not have any income, be sure to document this in Section 4 on Page 3 of the MADAP application. For example, dedicate a recipient row to the spouse, list "None" in the Income Source(s) column and write \$0 in the Gross Amount column.

<p>signature review, if required.</p> <p>Applicants may reapply to MADAP at any time.</p> <p>A request to reconsider the denial can be submitted within 30 days of the date on the denial or termination letter and includes the submission of additional information or documentation. Rereview by the Eligibility Unit will occur within five business days of the receipt of the request and the final decision is issued in writing.</p> <p>Applicants also have the right to request an appeal of the eligibility decision. For more information on this, see the VII. Grievances section below.</p>	
<p>1.8) Eligibility is verified semiannually</p> <p>As of October 2021, the semiannual review process has changed; clients are no longer required to submit documentation during this semiannual review unless specifically requested by MADAP.</p> <p>The MADAP Eligibility and Insurance Units will conduct an <i>internal</i> eligibility review and insurance verification process six months after initial enrollment and may request additional information from clients, if needed.</p>	<p>Date of semi-annual internal verification and details of any required follow-up are logged in the client file.</p>
<p>1.9) The MADAP eligibility unit is available to assist clients and CMs with questions or concerns on an ongoing basis</p>	<p>All questions or concerns can be directed to Client Services at 410-767-6535 or client.services@maryland.gov. The MADAP staff member answering the Client Services phone line and email inbox will assist the individual directly, if possible. Otherwise, the caller will be directed to the appropriate MADAP staff member. Additionally, Eligibility Specialists' and the Eligibility Supervisor's contact information are available online.</p>

2. Insurance Verification & Coordination of Benefits

MADAP documents client health insurance coverage, if applicable, to ensure that Ryan White funds remain the payer of last resort.

Related National Monitoring Standard:

“Documentation and data sharing regarding Ryan White Part B ADAP expenditures used to cover costs of medication copays or otherwise contribute to true out-of-pocket (Troop)

expense for clients enrolled in Medicare Part D in the coverage gap phase of the Part D program, so that such payments are flagged and counted by the Centers for Medicare and Medicaid Services (CMS) as coming from ADAP as a ‘TrOOP eligible payer.’”⁹

STANDARD	MEASURE
<p>2.1) Insurance information is verified and updated for all MADAP clients annually</p> <p>All eligible MADAP clients have their insurance information reviewed by the MADAP Insurance Unit at least annually for accuracy and to ensure that MADAP remains the payer of last resort. Clients who have any type of health insurance are asked to submit copies of their insurance card.</p>	<p>Up-to-date insurance information and verification is stored in the client's record.</p>
<p>2.2) MADAP communicates daily with a Pharmacy Benefit Manager (PBM) to manage pharmacy claims</p> <p>The PBM interacts with MADAP and pharmacies to facilitate delivery of services. The PBM mediates primary and secondary payments to ensure that primary insurance pays what it is responsible for and that MADAP remains the payer of last resort.</p> <p>The MADAP Database/IT Unit manages daily synchronization of eligibility and claim information between the PBM and MADAP electronic systems.</p>	<p>Changes in MADAP client records are reflected in the PBM system on a daily basis. Updates to client records are reflected in the PBM the next business day. For example, clients who are made eligible in the MADAP client record should wait until the next day to try to pick up medications from their pharmacy.</p>

3. MADAP Plus: Premium Payment Assistance Program

MADAP uses Ryan White funds to support the purchase of health insurance, assistance with medication copays, coinsurance, and deductibles.

STANDARD	MEASURE
<p>3.1) Instructions for how to submit required documents for MADAP Plus are clear and easily accessible</p> <p>Applicants who are interested in MADAP Plus should include a copy of the current insurance premium bill with the MADAP application.</p>	<p>Information about how to submit bills, invoices, or coupons are included in the MADAP Plus welcome letter.</p>

⁹ HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards - Program Part B. April 2013. Page 88.

<p>Bills and other required documentation can be submitted by clients or CMs to MADAP via email, walk-in, fax, or mail and should be received by MADAP as soon as possible and no later than 15 days before the due date.</p> <p>Examples of required documentation may include:</p> <ol style="list-style-type: none"> 1. Letter from employer that includes <ol style="list-style-type: none"> a. The cost of the monthly premium b. The percentage the client pays c. Where to send payment d. Who to address the check to e. Whether the employer will accept a payment from a State of Maryland Insurance Program 2. Explanation of Coverage 3. Insurance Plan's Formulary 	
<p>3.2) Upon request for insurance premium payment, MADAP plus eligibility is promptly determined</p> <p>Determinations are made by the MADAP Insurance Unit within 10 days of receipt of a request for premium payment.</p>	<p>Invoices, bills, and coupons are time-stamped upon receipt by MADAP and MADAP Plus eligibility decision dates are tracked in the client's record.</p>
<p>3.3) Eligible MADAP plus clients are notified</p> <p>MADAP Plus welcome letters are mailed to clients by an Insurance Specialist upon determination.</p>	<p>The date when the MADAP Plus welcome letter is mailed is noted in the client's record.</p>
<p>3.4) Clients who are ineligible for MADAP plus are notified</p> <p>If MADAP is unable to make premium payments for any reason, the client or CM or notified by phone by an Insurance Specialist.</p>	<p>The date of this phone call is noted in the client's record.</p>
<p>3.5) Invoices are processed promptly to avoid lapses in coverage</p> <p>While payment processes vary depending on the insurance vendor, the MADAP Insurance Payment Unit processes payments as quickly as possible.</p>	<p>Notes related to payment processes are noted in the client's record, when possible.</p>
<p>3.6) Payments are made to insurance vendors</p> <p>The MADAP Insurance Payment Unit processes payments to insurance vendors in batches at least</p>	<p>Payment information is stored and payment processing is noted in the client's record.</p>

<p>twice per week.</p> <p>If possible, payments are made via an Automated Clearing House by the Comptroller of Maryland. Some insurance premium payments that are unable to be made through the Comptroller of Maryland may be able to be processed for payment by check or credit card on a case-by-case basis. However, there are barriers to these payment methods (e.g. additional paperwork and requirements for the insurance vendor). Some vendors may not be willing to accept payments from MADAP via credit card and there may be delays with payments made by check.</p>	
<p>3.7) Clients are notified of insurance premium payments</p> <p>Clients are notified that a payment has been processed and the amount of the payment by mail following the batch payment. The Database/IT Unit and Insurance Payment Unit generate letters and MADAP administrative staff mail letters to clients.</p>	<p>The date when insurance premium payment notifications are mailed is noted in the client's record.</p>
<p>3.8) Refunds or checks received by clients from insurance vendors are returned to MADAP for processing</p> <p>Since MADAP is a third party payer, communications from the insurance company often go directly to the client. Insurance vendors may attempt to avoid issues with this by leaving overpayments as credits on the account but occasionally checks may be sent from an insurance vendor to the client when the monies belong to MADAP. <i>If a client receives a check from an insurance vendor they should contact MADAP before cashing.</i> Sometimes, the client will need to send MADAP a check for refunds from insurance vendors. Clients will also write MADAP checks for premium tax credit payments, if there was an underpayment of subsidy (See 3.9 below).</p> <p>MADAP administrative staff, the MADAP Pharmacy Unit, and the IDPHS Bureau track checks that are received on a daily basis, with few exceptions.</p>	<p>Checks are logged and the budget is reconciled.</p>

3.9) MADAP staff reach out to clients regarding premium tax credits, when applicable

Insurance plans purchased through the health insurance marketplace are evaluated by the MADAP Financial Analyst to ensure that premium tax credits and subsidies are handled appropriately.

During open enrollment, MADAP requires clients to choose a plan where they receive a subsidy.

MADAP requests that clients who have Qualified Health Plans (QHPs) through the Maryland Health Connection must annually submit the [Reimbursement Agreement for Net Premium Tax Credit](#) and tax documents (i.e. 1095-A, IRS Form 8962, IRS Form 1040). This form is mailed to appropriate clients in February each year.

The Internal Revenue Service will determine if there was an overpayment or underpayment of subsidy based on the tax outcome. In the case of an underpayment of subsidy, there is a refund returned to the client that must be sent to MADAP. In the case of an overpayment of subsidy, MADAP may pay on behalf of the client; in this case, the client must complete the MADAP Excess Advance Premium Tax Credit Repayment Request Form.

Information related to MADAP premium tax credits is stored and notes entered into the MADAP client record when communication is sent to the client.

3.10) The MADAP insurance and payment units work diligently to prevent clients from losing insurance coverage and assist clients and CMs with any issues that arise

MADAP Insurance Unit and Insurance Payment Unit staff maintain close working relationships with insurance vendors whenever possible in an effort to prevent MADAP plus clients from losing coverage.

It is important for clients to note that one MADAP is set up as a third party payer, most insurance vendors will flag clients in their system as such; this minimizes terminations. In the event payment processing delays occur, clients may receive an automated notice from their insurance vendor. If this occurs, clients should contact their MADAP

All questions or concerns can be directed to Client Services at 410-767-6535 or client.services@maryland.gov. The MADAP staff member answering the Client Services phone line and email inbox will assist the individual directly, if possible. Otherwise, the caller will be directed to the appropriate MADAP staff member. Additionally, Insurance and Insurance Payment Specialists' and supervisors' [contact information](#) are available online.

<p>Insurance Payment Specialist; customer service representatives at insurance companies may not be aware of MADAP as the third party payer and can give inaccurate information to clients. MADAP Plus eligible clients are encouraged not to make any premium payments out-of-pocket; please contact MADAP if any issues arise and staff will work to address any concerns.</p>	
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4. Pharmacy & Formulary

MADAP uses Ryan White funds to provide access to medications.

Related National Monitoring Standards:

“Funding allocated to a State-supported AIDS Drug Assistance Program (ADAP) that provides an approved formulary of medications to HIV-infected individuals for the treatment of HIV disease or the prevention of opportunistic infections, based on eligibility determination criteria, Income guidelines and Federal Poverty Level (FLP) threshold set by the State”¹⁰

“State to encourage, support, and enhance adherence to and compliance with treatment regimens including related medical monitoring. Activities to include: a. Enabling eligible individuals to gain access to drugs, b. Supporting adherence to the drug regimen necessary to experience the full health benefits afforded by the medications, c. Providing services to monitor the client's progress in taking HIV-related medications.”¹¹

STANDARD	MEASURE
<p>4.1) MADAP has an “open” formulary with few exclusions and prior authorizations required</p> <p>The MADAP formulary does not include narcotics. Additionally, MADAP prefers generic forms of medications, when available.</p> <p>MADAP requires prior authorization for some high-cost medications. The MADAP Hepatitis C Requirements for Preauthorization Form can be found on the MADAP website.</p>	<p>A list of medications included in the MADAP formulary is available online.</p>
<p>4.2) Payments are made to pharmacies to cover medication costs, including copays and deductibles</p>	<p>Payment processes are tracked and payment reconciliations are sent to pharmacies.</p>

¹⁰ HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards - Program Part B. April 2013. Pages 5-6.

¹¹ HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards - Program Part B. April 2013. Pages 86-87.

<p>MADAP Pharmacy Unit can process payments to all pharmacies participating in the Maryland Medicaid Pharmacy Program (MPP).</p>	
<p>4.3) MADAP works to ensure that Ryan White funds remain a payer of last resort and rebills to recoup funds, as necessary</p> <p>MADAP Pharmacy Unit identifies instances where other payers may be able to cover costs but Ryan White funds have already been applied. Examples of this include: 1) a client is eligible for MA and has retroactive coverage or, 2) MADAP made additional payments during a grace period and private insurance has been reinstated.</p>	<p>Rebilling activities are documented and tracked over time.</p>
<p>4.4) MADAP staff assist with prescription refill issues upon request from clients, CMs, or pharmacy staff</p> <p>The MADAP Early Refill/Extra Medication Preauthorization Request Form is available on the MADAP website and in the MADAP office. In rare cases where early refills or extra medication is required on an ongoing basis, this form must be completed annually.</p> <p>The MADAP Pharmacy Unit requires that the pharmacist, client, or CM inform them of any issues experienced when attempting to fill a prescription. Please note that if the barrier is due to a MADAP eligibility related issue, the eligibility specialist must be contacted; Pharmacy Specialists are unable to provide overrides unless the client is determined to be eligible for services by the Eligibility Unit.</p>	<p>All questions or concerns can be directed to Client Services at 410-767-6535 or client.services@maryland.gov. The MADAP staff member answering the Client Services phone line and email inbox will assist the individual directly, if possible. Otherwise, the caller will be directed to the appropriate MADAP staff member. Additionally, Pharmacy Specialists' contact information are available online.</p>
<p>4.5) MADAP engages in activities that support medication adherence and monitoring</p> <p>Examples of these activities include:</p> <ol style="list-style-type: none"> 1. MADAP Pharmacy and Rebate Team verify and track earned pharmaceutical rebates that are used to fund other Ryan White services in the State. These important services, such as case management, assist with adherence and monitoring. 2. MADAP tracks viral load for clients with 	<p>Pharmaceutical rebates are tracked and reported. Viral load data are reviewed quarterly. MADAP attends meetings for ongoing projects (e.g. Antiretroviral Adherence Improvement through Collaboration among Prescribers, Payers, Pharmacists, and Health Department Programs with University of Maryland School of Pharmacy).</p>

<p>the hope of identifying gaps in care.</p> <p>3. MADAP partners with other stakeholders on projects to improve adherence, when possible.</p>	
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5. Training & Outreach

ADAP funds can be used for therapeutic services that enhance access to, adherence to, and monitoring of antiretroviral therapy.

Related National Monitoring Standard:

“State to provide outreach (awareness) to individuals with HIV/AIDS, and as appropriate the families of such individuals regarding the State ADAP Program to facilitate access to treatments for such individuals and to document progress in making therapeutics available.”¹²

<p>5.1) MADAP’s website is regularly updated, clear, and concise</p> <p>MADAP’s Administrative Specialist is responsible for website maintenance and makes changes to the website to include all information sent to the listserv as well as updated program information and forms, as needed.</p>	<p>The website contains latest MADAP news, updates, and program information as well as application materials and other required forms.</p>
<p>5.2) CMs and other stakeholders receive regular communication from the program</p> <p>MADAP’s Center Chief sends regular email notices to individuals on the listserv with assistance from the Administrative Specialist. The listserv is used to communicate important information to stakeholders such as program updates, changes, and challenges, as needed. For example, the listserv has been used to inform stakeholders about training opportunities, database issues, and open enrollment reminders.</p> <p>Additionally, CMs may receive lists of clients who appear to be due to recertify from the MADAP Quality Division, if possible.</p>	<p>Emails sent to the listserv are also available on the MADAP website.</p>
<p>5.3) MADAP provides training opportunities, outreach, and resources to CMs</p> <p>Web-based <i>MADAP: Partnership in Client Services</i> series is offered to CMs, patient</p>	<p>The MADAP: Partnership in Client Services series is available online. Training utilization metrics are tracked.</p>

¹² HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards - Program Part B. April 2013. Pages 85-86.

<p>advocates and other providers to teach them about the health care resources and assistance programs available under the Ryan White Care Act and the Affordable Care Act. Training includes information related to the MADAP program, updates for Federal and State programs, Medicare eligibility/benefits, coordination of benefits, consumer protection and advocacy services, and best practices in managing pharmacy issues.</p>	
<p>5.4) MADAP conducts a campaign during open enrollment to encourage clients to enroll in health coverage and select plans that best meet their needs</p> <p>MADAP Insurance Unit collaborates with the Database/IT Unit and other MADAP staff to send information to clients via mail during open enrollment. The Insurance Unit also holds informational webinars for clients and CMs.</p>	<p>Campaign metrics are tracked annually.</p>
<p>5.5) MADAP conducts ongoing efforts to ensure that clients have information about Medicare if it becomes available to them</p> <p>MADAP Insurance Unit follows-up with clients who may be eligible for Medicare to provide them with information and answer questions, when possible. For example, the insurance team assists clients to investigate insurance plan drug coverage to ensure that the regimens are covered and the plan would be MADAP Plus eligible.</p> <p>Clients who have questions about their pharmaceutical regimens should contact their healthcare providers.</p>	<p>Medicare outreach activities are tracked and contact with clients is logged in the client's record.</p>
<p>5.6) MADAP staff ensure that pharmaceutical rebates are recouped in a timely fashion to be used to fund Ryan White and other HIV prevention and care services across the State</p> <p>MADAP's Pharmacy and Rebate team is responsible for verifying and tracking incoming rebates. These funds are used to support services, including but not limited to, outreach, awareness, and testing.</p>	<p>Pharmaceutical rebates are tracked and reported.</p>

IV. MADAP STAFF QUALIFICATIONS

MADAP refers to qualifications for personnel established by the Maryland Department of Budget and Management. While MADAP staff come from a variety of backgrounds, leadership positions include the following classifications: Program Manager IV, Program Administrator III & IV Health Services and Coordinator Special Programs IV Health Services. Most specialists and supervisors fall into the following classifications: Medical Care Program Associate I, II & Lead/Advanced, Fiscal Accounts Technician I, II & Supervisor, and Fiscal Accounts Clerk I, II, & Lead/Advanced. Additionally, MADAP currently relies on several office clerks and two administrative staff.

MADAP staff are responsible for completing mandatory training through the State of Maryland's learning management system, the HUB. Topics include, but are not limited to, HIPAA, ethics, corporate compliance, customer service, and sexual harassment prevention.

V. CLIENT RIGHTS AND RESPONSIBILITIES

MADAP services are available and accessible to any individual who meets program eligibility requirements. MADAP, as a unit of MDH, complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex. Immigration status is irrelevant for the purposes of Ryan White services.¹³

MDH, upon request:

- Provides free aids and services to people with disabilities to communicate effectively with MDH staff, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

This information is available in the appendices of the MADAP application. Applicants or clients who need any of these services can contact Client Services at 410-767-6535 or client.services@maryland.gov.

VI. PRIVACY AND CONFIDENTIALITY

MADAP protects client confidentiality in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and MDH has policies and procedures in place to ensure client information is maintained, secured, and transmitted according to the law. Applicants acknowledge receipt of the MDH Notice of Privacy Practices on the application and certification form by signing the MADAP application or recertification form; this notice is included in the MADAP application appendices.

MADAP does not share immigration status with immigration enforcement agencies.¹⁴ MADAP staff also maintain confidentiality of client HIV status during all contact with employers.

¹³ HIV/AIDS Bureau Policy Clarification Notice 21-02: Determining Client Eligibility & Payor of Last Resort in the Ryan White HIV/AIDS Program. October 2021.

¹⁴ HIV/AIDS Bureau Policy Clarification Notice 21-02: Determining Client Eligibility & Payor of Last Resort in the Ryan White HIV/AIDS Program. October 2021.

MADAP staff must certify that they have read, understood, and accept the Infectious Disease Prevention and Health Services Bureau's Confidentiality/Security Agreement.

VII. GRIEVANCES

Information about all of the grievance options are included in the MADAP application appendix and denial letters are included in the client record. MDH will take no retaliatory action against individuals who file grievances or make complaints of any kind.

MADAP applicants, clients, and other stakeholders have several avenues to file grievances, as described below.

1. Formal hearing with the Office of Administrative Hearings

To exercise the right to a hearing, an applicant must submit a written request for a hearing within 30 days of the postmarked date on the final reconsideration notice. This request should be directed to the Center Chief of MADAP. The hearing will be scheduled and conducted by the Maryland State Office of Administrative Hearings, 11101 Gilroy Road, Hunt Valley, MD 21031 in accordance with COMAR 28.02.01. Hearings will be held within 45 days and a written decision will be provided. The applicant is to appear at the hearing or to submit a memorandum within fifteen calendar days stating their position and intention not to appear.

2. Inquiry submitted to MDH Constituent Services Unit

Inquiries related to MADAP are forwarded to the Director of the Infectious Disease Prevention and Health Services Bureau and the Center Chief of MADAP. All inquiries received a response from the Center Chief or MADAP leadership prior to the final disposition date.

3. Grievance filed to MDH Equal Access Compliance Unit

If an individual believes that MADAP has failed to provide appropriate language services or has experienced another form of discrimination on the basis of race, color, national origin, age, disability, or sex, a grievance can be filed to the MDH Equal Access Compliance Unit.

4. Complaint with the Secretary of the US Department of Health and Human Services Office of Civil Rights

The Office of Civil Rights also accepts the following types of complaints: 1) Civil Rights Complaint, 2) Conscience or Religious Freedom Complaint, 3) HIPAA Complaint, and 4) Patient Safety Confidentiality Complaint.

Questions about grievance options can be directed to Client Services at 410-767-6535 or client.services@maryland.gov.

VIII. SIGNATURES

These Service Standards have been reviewed and approved on **August 23, 2022**. The next review will occur before the end of Calendar Year 2023.



Misty Carney PharmD, AAHIVP
Center Chief
Maryland AIDS Drug Assistance Program

Carmi Washington-Flood

Carmi Washington-Flood, MA
Co-Chair
Maryland HIV Planning Group

Appendix: MADAP Plus Payable Plans as of 2022

Part D Plans

Humana Insurance Co.
SilverScript Insurance Co.
United HealthCare Insurance Company (AARP Medicare)
WellCare
ELixir
Cigna Rx
Magellan Healthcare

Medicare Advantage Plans

Cigna Healthspring
Johns Hopkins Advantage MD
Kaiser Permanente Medicare Plan
Alderwood

Medigap Plans

CareFirst
Cigna Health and Life Insurance Co.
Humana Insurance Co.
United HealthCare Insurance Co.

Qualified Health Plans

CareFirst - On Exchange
CareFirst - Off Exchange
Kaiser Permanente - On Exchange
Kaiser Permanente - Off Exchange

Dental Plans

CareFirst

****Please note that MADAP *may* be able to make payments to plans that are not listed here. If a MADAP applicant/client is interested in MADAP Plus and their plan is not listed here, please call Client Services at 410-767-6535.**