

Pharmacy Access Office Hours

Focus Topic: Creating a Patient Assistance Program (PAP) for your CHC

December 16, 2021



THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



Welcome! Housekeeping

- Today's meeting is being recorded
- Slides and recordings will be published to NACHC's Pharmacy Access Office Hour archives webpage and emailed to all registrants within two weeks after the event.
- Any tech issues during today's event, please send us a note in the chat or email trainings@nachc.org
- You will be directed to a survey after the event. Thank you in advance for your feedback!

Share your questions!

- Enter your question/comment in the chat box on the right-hand side of your screen.

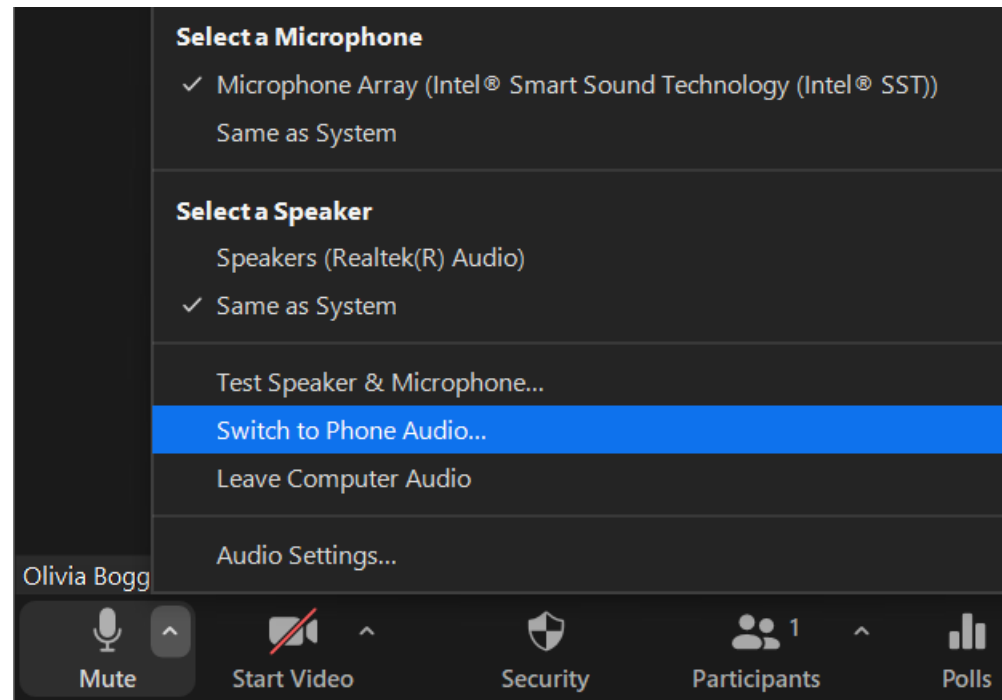
OR

- To ask a question verbally, raise your hand so we can unmute you.
 - **Please make sure your audio is connected in order to participate.**

AUDIO CONNECTIONS

Having issues? Try calling in

Click the arrow next to your unmute button and select “Switch audio” Follow the unique instructions on your screen.



Note that all participant lines have been automatically muted. If you would like to ask a question or share a comment verbally, please raise your hand so we can unmute you!

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As Office Hours are supported with Federal funds, **we are prohibited from discussing anything related to advocacy in this forum.***

*BPHC funding no longer supports live 340B content so we are prohibited from answering any live 340B-related Q&A during office hours moving forward.

AGENDA

- Welcome and overview
- Creating a Patient Assistance Program (PAP) for your CHC – Tim Mallett, RPh, 340B ACE
- Q&A

Creating a Patient Assistance Program (PAP) for your CHC

Breaking down barriers to medication access

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Introduction

- ▶ Patient Assistance Program (PAPs) provide structure to support
 - ▶ Provision of free medication
 - ▶ Co-Pay assistance
- ▶ PAPs are based on
 - ▶ Financial need
 - ▶ Insurance coverage
 - ▶ Medical necessity

Justification

- ▶ Finding the resources to support a PAP can be challenging in many ways
 - ▶ Dedicated staff to manage the program
 - ▶ Need to work closely with your medical department
- ▶ We will see cost savings though
 - ▶ Free meds through PAPs can keep patients healthier and improve adherence
 - ▶ Healthier patients improve HEDIS scores
 - ▶ Co-Pay assistance cards for commercially insured patients can increase direct revenue as you will be able to bill through insurance and not run as EPPAP/SFS

Job description for PAP coordinator

- ▶ This person needs to be
 - ▶ Independent
 - ▶ Knowledgeable about drugs and billing
 - ▶ Understand drug companies, foundations and insurance
 - ▶ A compassionate and dedicated person to work with this patient population
- ▶ A pharmacy technician or MA might be good choices for this role

P and Ps and processes

- ▶ Need to outline your P&Ps
 - ▶ What services will you provide
- ▶ Spell out the processes you will go through to
 - ▶ Identify patients
 - ▶ Gather required information
 - ▶ Track submission, receipt, dispensation and reordering

Tracking

- ▶ Tracking is the crucial part on implementing a PAP
 - ▶ Excel
 - ▶ Popular method due to cost
 - ▶ Web-based PAP software
 - ▶ Can be a bit costly
 - ▶ Would look good on your “one-pager”

Excel Tracking

- ▶ Include
 - ▶ Patient name
 - ▶ Demographic info
 - ▶ Diagnosis codes
 - ▶ Drug
 - ▶ Manufacturer/Program name
 - ▶ Dates
 - ▶ Patient completed form
 - ▶ Dr signs
 - ▶ Sent to Manufacturer
 - ▶ Received date
 - ▶ Reorder date and “tickler” to remind you to reorder
 - ▶ Drug received with Lot #, Expiration date, NDC

Patient information forms

- ▶ Screening/Application form
- ▶ Authorization form
 - ▶ Patient can sign off to permit you to sign paperwork for them
- ▶ Patient letters
 - ▶ No proof of income

Daily workflow for PAP coordinator

- ▶ Check email/voice mail for new referrals or requests
 - ▶ Once your PAP is up and running, providers and other staff will reach out to you for assistance
- ▶ Check patient application and drug refill renewals
- ▶ Continue work on current patient applications

Software for PAPs

- ▶ As mentioned earlier, software can be a little pricey
 - ▶ Usually, the price is justified by providing better service and simplifying recordkeeping
 - ▶ We loved our PAP program at my CHC
- ▶ Here are some PAP software programs
 - ▶ [Free or Low Cost Medications - Medication Advocate -WebPAP Software](#) WebPAP (Derek Pihl)
 - ▶ [PAPTracker | NeedyMeds](#) (Suanne Stewart)
 - ▶ [Prescription Assistance Program | MedData Services](#) (Andrew Gonzales, Anna Rumbles)
 - ▶ [Virginia Health Care Foundation | The Pharmacy Connection \(vhcf.org\)](#) (David Christian, Virginia Robinson)

Other PAP sites

- ▶ Product - Atlas Not sure if there is a charge for service. Have been waiting for a response
- ▶ Drug Assistant PAP program

Sites to locate PAP, foundations and other financial aid for patients

- ▶ **Please note that some of these site may charge a fee to participate.**
- ▶ RxAssist -
- ▶ NeedyMeds - Provides a variety of options including co-pay assistance, coupons and PAP info
- ▶ Medicine Assistance Tool
 - ▶ My Resources (medicineassistancetool.org) Other additional resources
- ▶ Patients - HealthWell Foundation Assist with copays, premiums, deductibles and more
- ▶ Patient Assistance - Patient Services Inc.
- ▶ There can be a per drug fee of up to \$50 and it can be very difficult to cancel one on the « Paid » services. Could require a letter from the patient stating that they no longer need the service.

Discount Cards vs Co-Pay Assistance Cards

- ▶ Previous discussions on discount cards and issues with losing money
- ▶ Co-pay assistance cards will not negatively impact your payment
 - ▶ Utilize some of the sites listed on the previous slide to locate discounts/co-pay cards - [NeedyMeds](#)

Xarelto

Expiration Date: None

Last Updated: 12/16/2020

Xarelto Janssen CarePath Savings Card: Eligible commercially insured patients may pay no more than \$10 per month with savings of up to \$3400 per calendar year; there is no limit to this benefit for the first three months; then \$200 limit for each month thereafter; for additional assistance contact the program at 888-927-3586.

- Prescription
- Offer Type: Copay Card Sign-up
- Activate By: Patient
- **Coverage Requirements: Commercial Insurance**
- Pharmacy Support Number 888-927-3586

[Manufacturer's Offer Website](#)

[Print, Email or Text NeedyMeds Drug Discount Card](#)



Xarelto

Expiration Date: None

Last Updated: 12/16/2020

Xarelto Janssen Select: **Eligible commercial or government-insured patients** may pay \$85 per month (plus sales tax if applicable) outside of their insurance plans to have Xarelto shipped to them directly; for additional assistance contact the program at 888-927-3586.

- Prescription
- Offer Type: Mail-Order Pharmacy
- Activate By: Patient
- **Coverage Requirements: Commercial Insurance**
- Pharmacy Support Number 888-927-3586

[Manufacturer's Offer Website](#)

[Print, Email or Text NeedyMeds Drug Discount Card](#)



In conclusion

- ▶ Utilizing a PAP in your CHC can be a huge benefit to both your patients and your pharmacy
 - ▶ Patients get the meds they need, and improved adherence will lead to better outcomes
 - ▶ The pharmacy can move some of the EPPAP/SFS prescriptions to PAP and provide 90-day supplies.
 - ▶ My CHC charged an administration fee of \$5 per application to defray some of the costs
 - ▶ This is our minimal EPPAP charge

Documents will be posted on Noddlepod

- ▶ Virginia Robinson and David Christian - Central Virginia Health Services, Inc, VA
- ▶ Anna Lochamy and Leslie Cheney – Christ Health Center

NAME (PRINTED) _____ DOB _____

CONSENT AND RELEASE FORM

Exchange of Information

I authorize a representative of Central Virginia Health Services to inspect my medical records whenever necessary to obtain pertinent information needed to order correct medications from the Pharmacy Connection. I authorize Central Virginia Health Services to share my medical and financial information with the drug manufacturer assistance programs to which they are applying on my behalf. I also authorize Central Virginia Health Services to discuss me and my medical needs with my physician if necessary. Additionally, I give Central Virginia Health Services permission to verify my income through the Department of Social Services, Social Security Administration, Veterans Administration, my employer, or other company, business, or organization from which I receive income. This authorization is good as long as Central Virginia Health Services is assisting me or until I revoke it.

Signature _____ Date _____

Signature Authorization

I authorize a representative of the Pharmacy Connection to sign forms on my behalf when ordering medicine for me through the Pharmacy Connection. This will speed up the ordering process by making it unnecessary for the forms to be sent to me and then back to the Pharmacy Connection. This signature is good for as long as the Pharmacy Connection is assisting me or until I revoke it.

Signature _____ Date _____

Q&A

Submit focus topic ideas to
bljones@nachc.org or
tmallett@340Basics.com

**Evaluations will be sent to attendees
following the session**

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