PREP NAVIGATION, YOUR PATIENTS, AND YOU
(PHARMACY-BASED PREP SESSION #2)

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Session Objectives

By the end of this session, participants will be able to:

1. Explain what is the purpose of patient navigation and how it can help patients access and persist in PrEP and PrEP-related services.

2. Describe the different types of services that PrEP navigators provide in Washington State.

3. Understand how navigators interact with providers.
PrEP Navigation is the provision of care coordination, support and services to HIV negative individuals who require assistance in accessing and remaining engaged in PrEP care. It includes guiding clients to health care systems, assisting with health insurance and other payor programs, identifying and reducing barriers to care, and tailoring health education to the client to support their full engagement in PrEP services. It is premised on providing client-centered services and empowering clients to be self-sufficient in navigating medical and social systems on their own.
What do PrEP Navigators do?

PrEP Navigators provide many client-centered services including:

• Health education & risk reduction activities
• Health insurance enrollment, navigation, and coordination
• Benefits and payor program navigation (eg: PrEP DAP, Gilead)
• Medication adherence support & counseling
• Referral and linkages to PrEP providers & pharmacies
• Referrals and linkage to other supportive services (eg: infectious disease testing, behavioral health, social services)
• Outreach and community engagement
Who are PrEP Navigators?

PrEP Navigators:
- Are knowledgeable about and connected to local resources
- Are knowledgeable about health insurance and care coordination
- Are often peers that reflect the populations we aim to serve
- Have lived experience navigating healthcare systems
PrEP Navigators...

Can be a(n)...  
- Sounding board  
- Facilitator to healthcare  
- Guide  
- Coach  
- Advocate  
- Case-finder  
- Resource  
- Someone who “teaches you how to fish”

Does not function as a...  
- Mental health specialist  
- Medical provider  
- Permanent solution
Why do we need PrEP/prevention navigators?

- PrEP is a biomedical intervention and requires navigating complex healthcare systems.
- Many clients have little to no experience navigating these systems creating many barriers and obstacles.
- PrEP access is not equitable—many populations, including Black American/African Born, Latina/o/x, and PWUD experience barriers to accessing PrEP.
- Individual level navigation supports building client knowledge and self-sufficiency in navigating medical systems.
PrEP Navigation in WA - Overview

- PrEP Navigators are funded at 13 agencies across the state. Includes CBOs and LHJs.
  - *Total FTE is ~10FTE*
- January 1-December 31, 2019:
  - 799 clients received community-based PrEP Navigation Services
  - 66 clients initiated PrEP at CBO PrEP Clinic (partnership with Provider)
  - 350 new clients supported at PHSKC’s PrEP Clinic
Washington State Local Health Jurisdictions

*Agency leader is both director and health officer (2)

Departments that have combined public health with human services (16)
Single County District (8)
Public Health Department (8)
Multi County District (3)

Washington State Total Population (estimate)
April 2017: 7,310,300
Source: Office of Financial Management
WA DOH Funded PrEP/Prevention Navigation Agencies

King County
- Center for Multicultural Health
- Entre Hermanos
- Gay City
- Harborview Madison Clinic
- Lifelong
- People of Color Against AIDS Network (POCAAN)
- Public Health Seattle & King County

Outside King County
- Benton-Franklin HD
- Cascade Health Project- Clark
- Lifelong- Snohomish
- PCAF- Pierce & Thurston
- Spokane Regional HD
- Yakima Health District
PrEP Navigation in WA - Overview

- PrEP Navigation program developed collaboratively with funded partners from January-June 2017.
  - Partners developed service units to measure, service definitions, indicators and other measures of success, program guidelines, etc.
- PrEP Protocol guides navigation service provision—standardized approach across the state (with variation in implementation from agency to agency depending on model)
PrEP Navigator Referrals

PrEP Navigator

Local Health

Internal Referrals

Pharmacies

Other Community Agencies

Primary Care

DIS

No agency working in all “all under one roof model” so partnership is ESSENTIAL
Working with PrEP Clients

Preparation
- Inventory of Resources (In/External)
- Build partnerships

Recruitment/Initial Contact
- Share information, educate
- Assess eligibility for services
- Assess readiness to engage

Engagement in NS
- Build rapport
- Establish expectations, agreements
- Assess barriers to engagement

Navigate
- Continue to assess barriers
- Develop action plan
- Support implementation of action plan

Next Steps
- Continue follow up activities as necessary

Washington State Department of Health | 16
Initial Visit w/ PrEP Navigator

Initial PrEP visits are comprised of 7 steps:

1. What is PrEP? **Basic education and counseling**
2. Who should I see to get it? **Choosing a provider**
3. How do I pay for it? **Navigating financial support programs**
4. Where can I pick it up? **Choosing a pharmacy**
5. When should I see you again? **Creating a patient record/chart**
6. What do I do next? **Defining a follow-up plan**
7. What happened? **Documenting services in Provide**
Example client flow involving pharmacy-based PrEP initiation site

Patient screened for PrEP eligibility

Patient given overview of pharmacy visit procedures, etc

If no copay or payment concerns, initial visit at pharmacy scheduled

Initial PrEP visit:
- Screening, intake, med hx, educ & counseling
- Rapid HIV Test
- Pt self-swabs (STI)
- Labs/blood draw
  - Onsite model
  - Offsite model
- Dispense 1-month supply PrEP

1-month PrEP visit:
- Check in: adherence, side effects
- Lab-based HIV test
- Dispense up to 3-month supply PrEP

3-month PrEP visits: (to occur every 3 months):
- Repeat STI tests and lab-based HIV test only (Creatinine lab done every 6 months)
- Dispense 3-month supply of PrEP

If patient uninsured or has other copay or payment concerns, referred to PrEP Navigator

PrEP Navigator helps patient obtain payment, copay, and/or insurance coverage option(s)

Initial visit with pharmacy scheduled

PrEP Navigator provides continued support to patient for adherence and coverage
Patient w/ No Coverage? Navigators can help!

PrEP Navigator helps enroll customer in a plan/program to cover costs of PrEP and PrEP-related services while at the pharmacy or schedules time with client for future engagement*

The Navigator:
- submits online application for Medicaid
- submits application to PrEP DAP
- submits online application for manufacturer payment assistance program (if appropriate)
- explains and offers PrEP navigation services and resources to customer
- establishes follow up actions and responsibilities with the customer
- enters information and data into agency records
- requests consult with pharmacy staff to confirm applications have been submitted and provide ID or application numbers
- establishes follow up actions and responsibilities with pharmacy staff

Pharmacist obtains consent to share info and calls a PrEP navigator
PrEP Navigation in Practice - Cascade AIDS Project
Prevention at CAP

1. HIV & STD Testing
   a. HIV Rapid Test
   b. Chlamydia
   c. Gonorrhea
   d. Syphilis
   e. HCV Rapid Test – Longview Only

2. Outreach
   a. Public Testing & Education
   b. Social Media Engagement (“hookup” apps)
   c. Safe Sex Supplies

Prevention at CAP

Outreach Activities
- Hookup Apps
- Community Referrals
- Online Search

HIV/STD Testing
- Results?
  - STD Positive
    - Treatment by Public Health Nurse OR Referral
  - STD Negative
    - HIV Negative
    - PrEP Navigation
    - HIV Positive
      - STD Testing Available
        - HIV Medical Case Management

Washington State Department of Health | 22
Prevention at CAP

Outreach Activities

- Hookup Apps
- Community Referrals
- Online Search

HIV/STD Testing

Results?

- HIV Positive
  - HIV Medical Case Management
  - STD Testing Available
  - Treatment by Public Health Nurse OR Referral

- HIV Negative
  - PrEP Navigation

STD Positive

STD Positive

STD Positive
How a Patient Sees PrEP:
How a PrEP Navigator Helps:

• Risk Assessment
• Harm Reduction
• Safe Sex Supplies
• Provider Referrals
• Program Enrollment
• Assistance Programs
• Billing Problems
• Renewal notices
• Troubleshooting
Step 1: Schedule an Appointment

- Patient/Client completes PrEP Interest Form
  - Tinyurl.com/PrEP-CAP
- PrEP Navigator contacts within 1-2 business days
  - Text (WelTel), email, phone call
- Intake appointment scheduled
  - Office or phone
Step 2: Intake & Assessment

- Intake Appointment (30ish minutes)
- PrEP Navigator screens for knowledge, risk and need
  - Knowledge about PrEP?
  - Ability to take PrEP?
  - Demographics?
  - Behaviors?
  - Prescriber?
  - Insurance?
  - Income?
  - Pharmacy?
- Action Plan Created
- Patient information entered in Provide
- Patient is enrolled!
Step 3: Taking Action!

- Navigator connects to payment assistance:
  - PrEP DAP (navigator applies)
  - Co-Pay Card (online)
  - Patient Assistance Programs (online)
- Patient Referred to a PrEP Prescriber (PeaceHealth)
- Patient attends appointment and receives prescription
- Prescription ordered to pharmacy
- Navigator assists with billing and pick-up
- **Patient confirms linkage and PrEP initiation w/ Navigator**
Step 4: On-Going Support

- Navigator checks-in with new patients (3-6 months after initiation)
  - Adherence assessment
  - Billing problems
  - Logistical issues
- Patients notified for renewals (Annually)
- Schedules for STD testing if needed
- Navigator provides general support (Always!)
Most Common Issues

- Patient receives a bill for meds or services
- Changing insurance plans
- Internal and external stigmatization
- Sex, gender, orientation, behaviors, age, etc. etc.
- Pharmacy does not have medications in stock
- Relocation to new county or state
- Invoice was sent to collections
- Lost pharmacy card
- Language barriers
- Latino Services Coordinator, Maria Gonzalez
Most Common Solutions

• Waiting on the phone with a biller
• Troubleshooting with pharmacy staff
• Explaining PrEP DAP benefits
• Linking to new ASO
• Updating patient information
• Calling a benefits coordinator
• Making referrals
• Switching pharmacies
• Listening
Additional Resources

**WA DOH PrEP DAP** - how to enroll in PrEP DAP; list of covered services.

**WA DOH PrEP Information** - educational resources, paying for PrEP, navigator list.

**Navigation Agencies in WA** - contact information, locations.

**PleasePrEPMe.org** - national site, tons of resources

**HIV Chill Pill / VIH Chill Pill** (Spanish) - WA DOH PrEP promotion campaign w/ access to resources.

**CDC HIV Navigation Services** - CDC effective intervention from where PrEP navigation is built from.
Thanks!

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