



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

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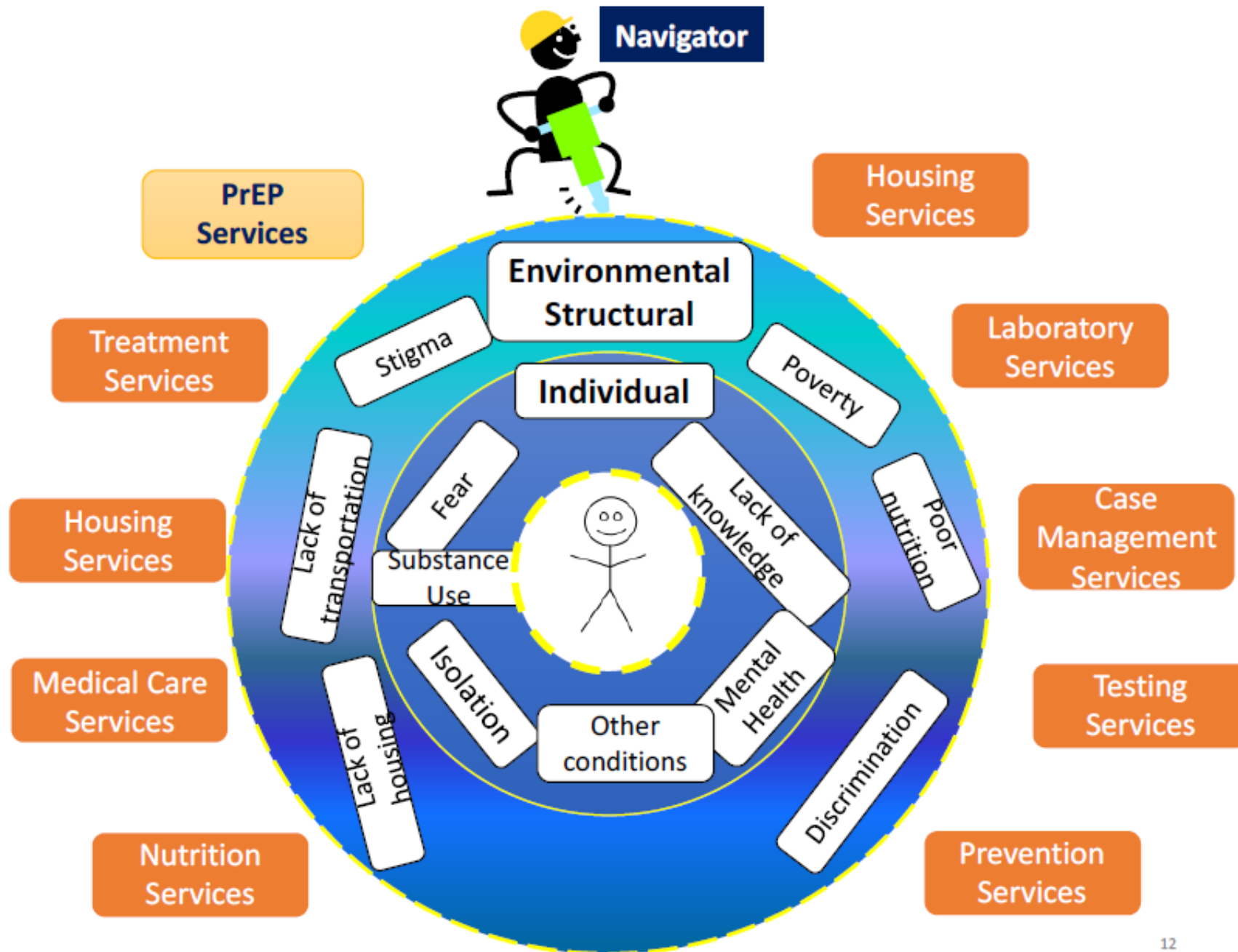
Session Objectives

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.

What is PrEP/prevention navigation?

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”

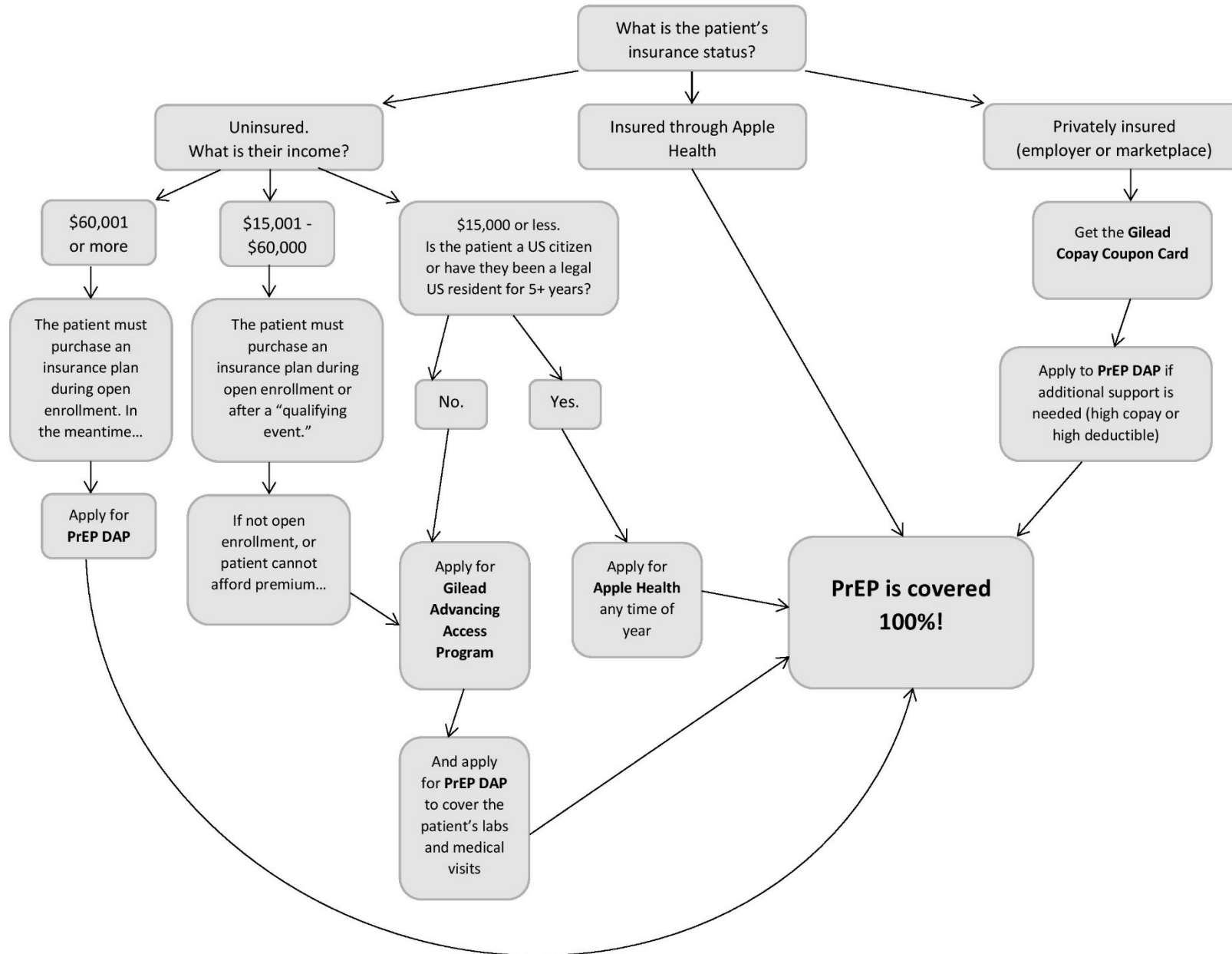


Does not function as a...

- Mental health specialist
- Medical provider
- Permanent solution

Why do we need PrEP/prevention navigators?

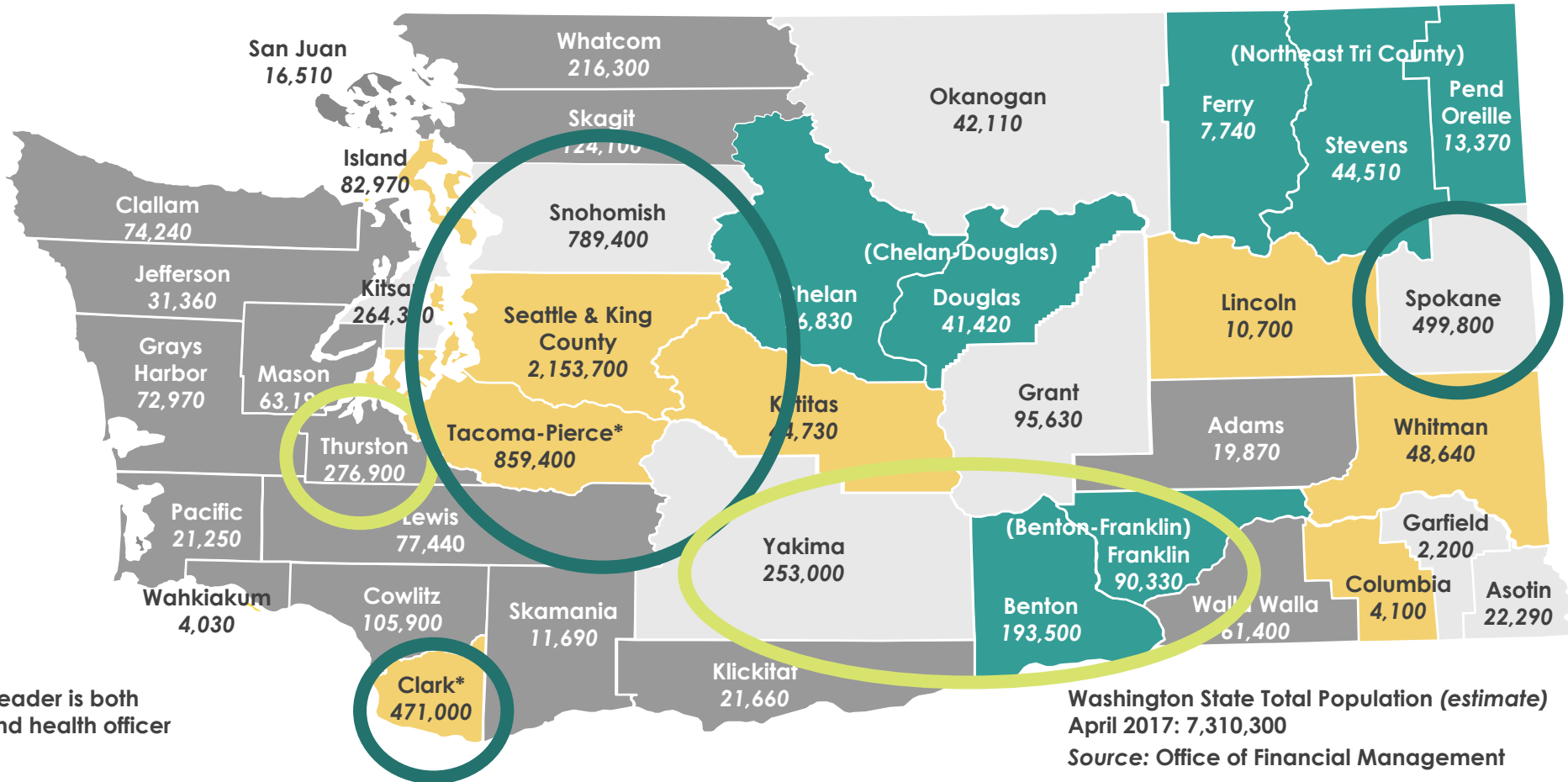
- PrEP is a biomedical intervention and requires navigating complex healthcare systems.
- Many clients have little to no experience navigating these systems creating many barriers and obstacles.
- PrEP access is not equitable- many populations, including Black American/African Born, Latina/o/x, and PWUD 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



Washington State Total Population (estimate)
 April 2017: 7,310,300
 Source: Office of Financial Management

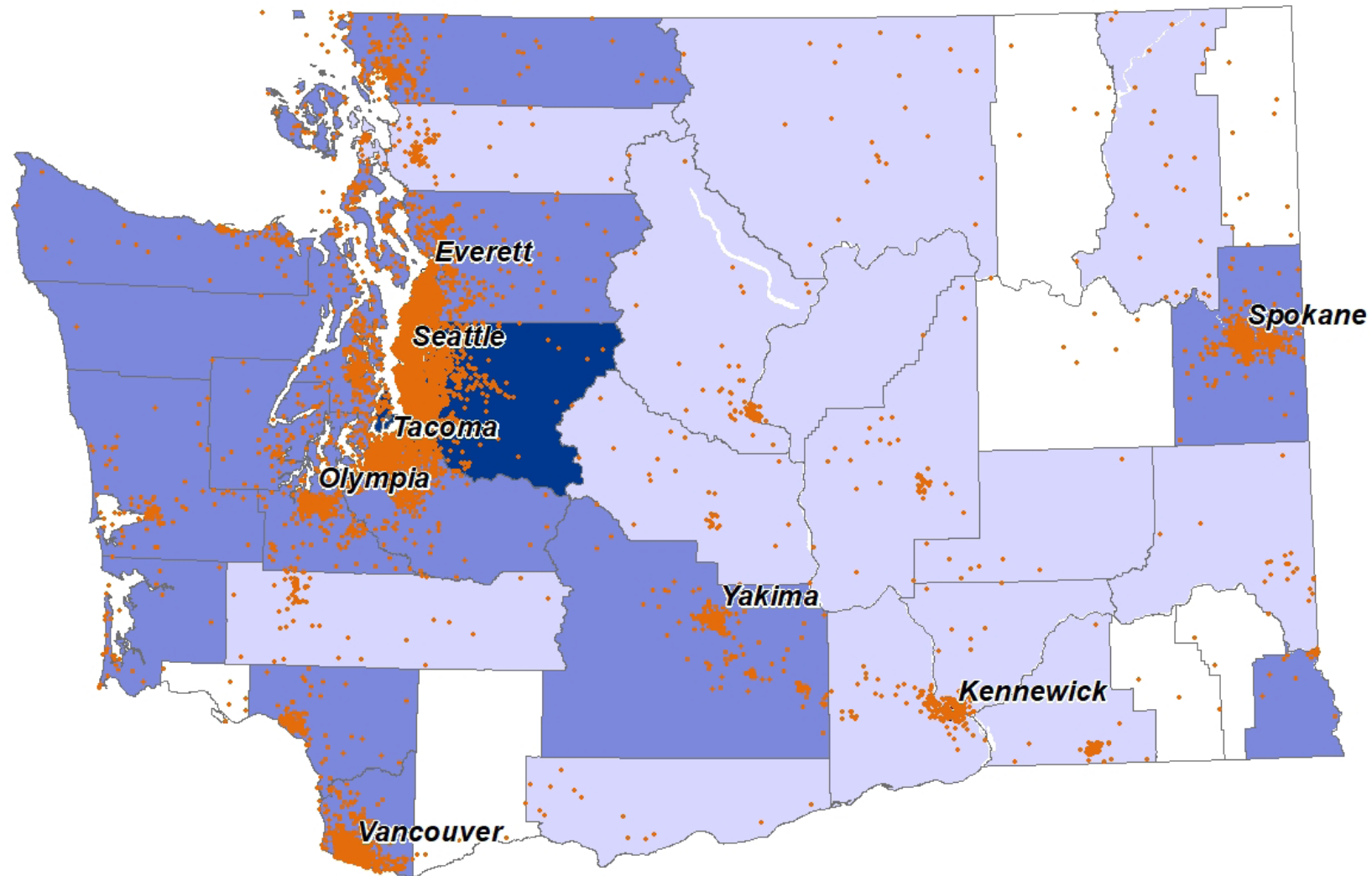
*Agency leader is both
 director and health officer
 (2)



- Departments that have combined public health with human services (16)
- Single County District (8)

- Public Health Department (8)
- Multi County District (3)

Living HIV Cases County (2018)



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

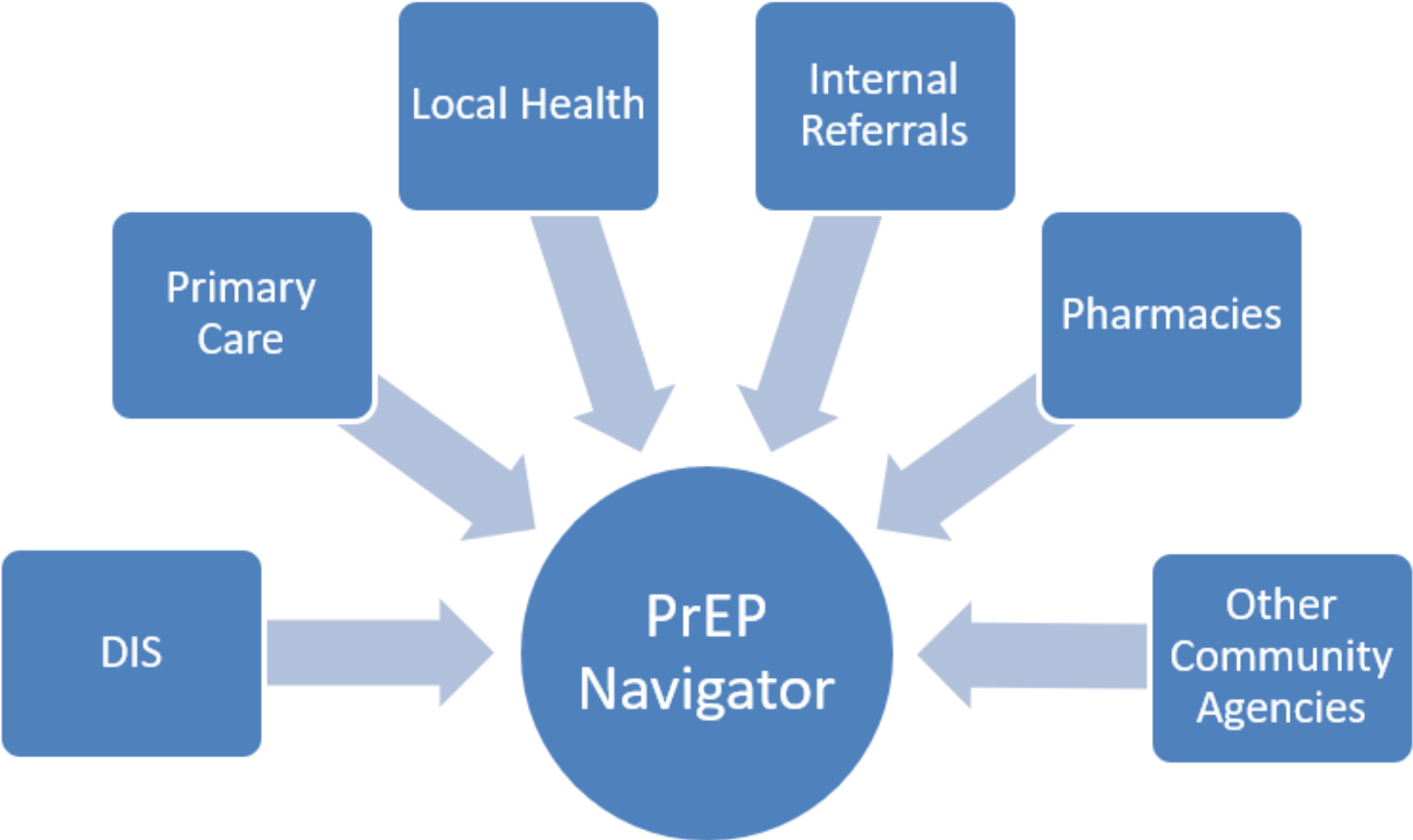
Spokane Regional HD

Yakima Health District

PrEP Navigation in WA- Overview

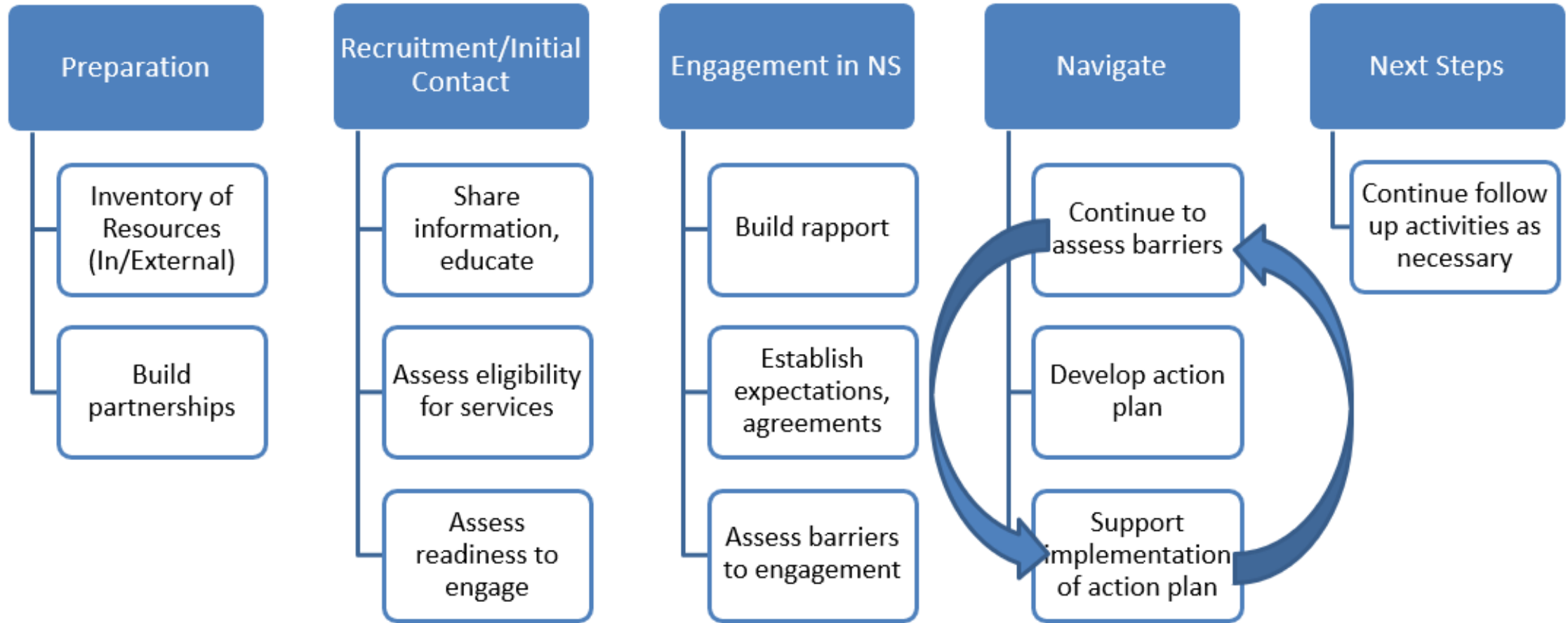
- PrEP Navigation program developed collaboratively with funded partners from January-June 2017.
 - Partners developed service units to measure, service definitions, indicators and other measures of success, program guidelines, etc.
- PrEP Protocol guides navigation service provision—standardized approach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

PrEP Navigator Referrals



No agency working in all “all under one roof model” so partnership is ESSENTIAL

Working with PrEP Clients

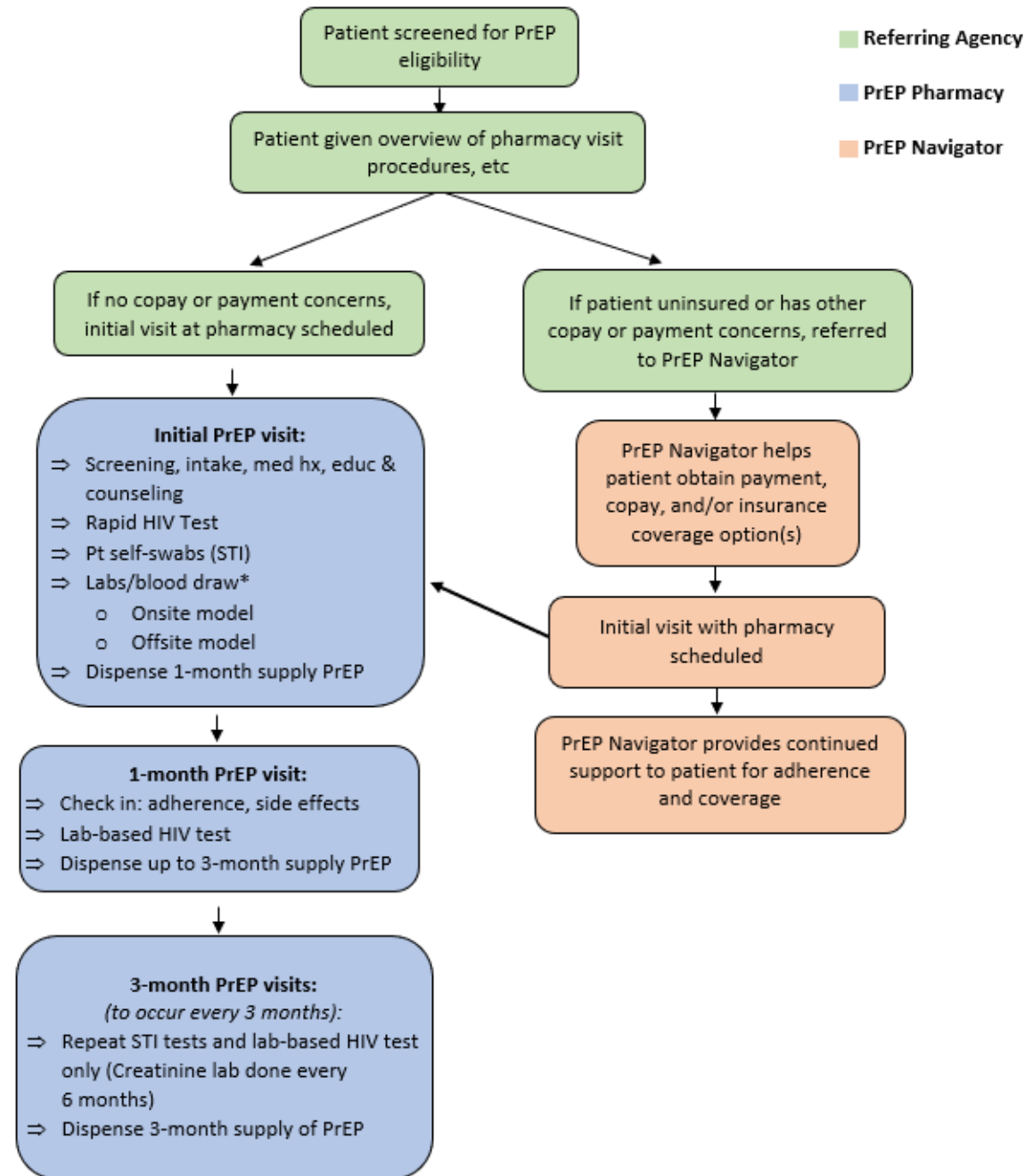


Initial Visit w/ PrEP Navigator

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 w/ No Coverage? Navigators can help!

Pharmacist obtains consent to share info and calls a PrEP navigator 

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

PrEP Navigation in Practice- Cascade AIDS Project



Prevention at CAP

1. HIV & STD Testing

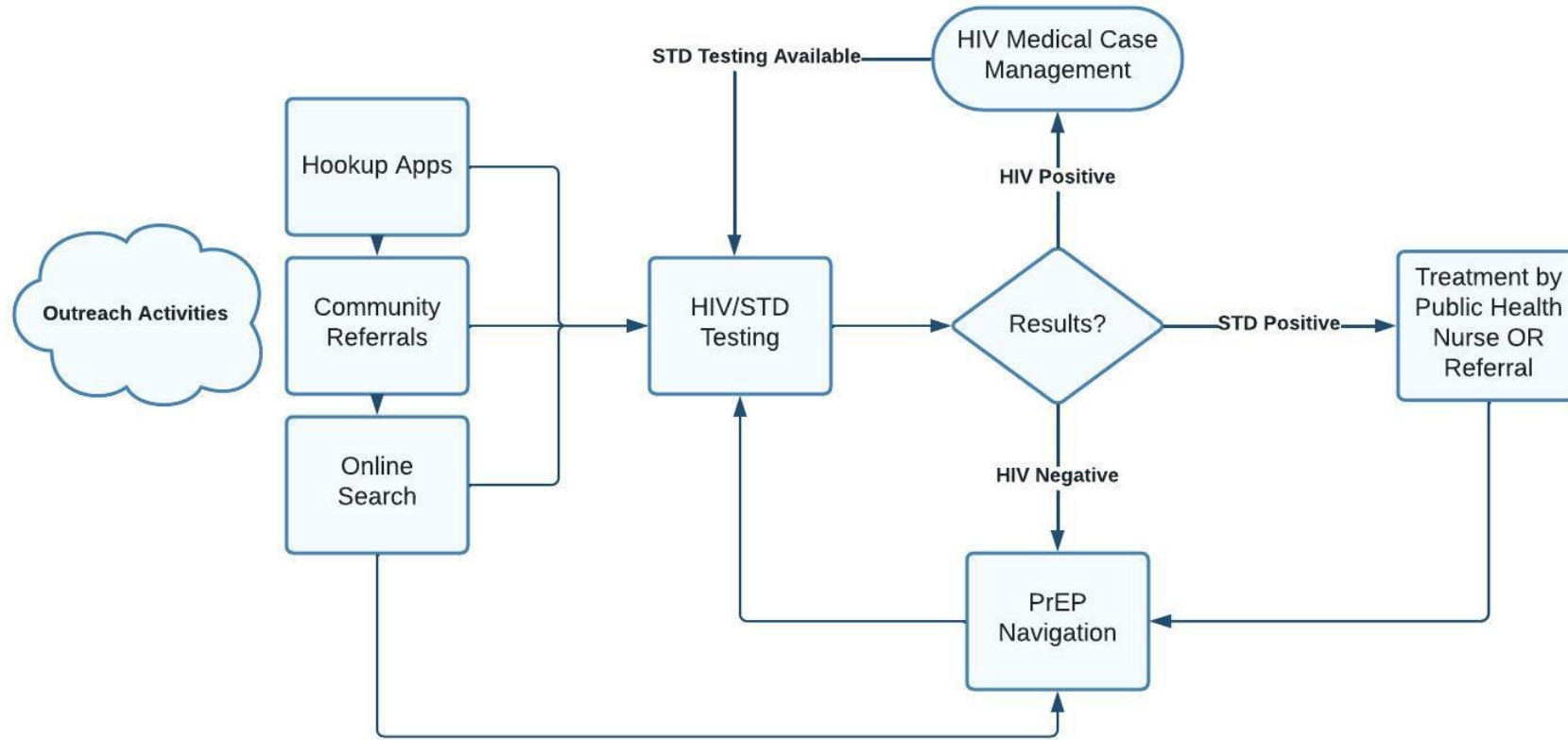
- a. HIV Rapid Test
- b. Chlamydia
- c. Gonorrhea
- d. Syphilis
- e. HCV Rapid Test – Longview Only

2. Outreach

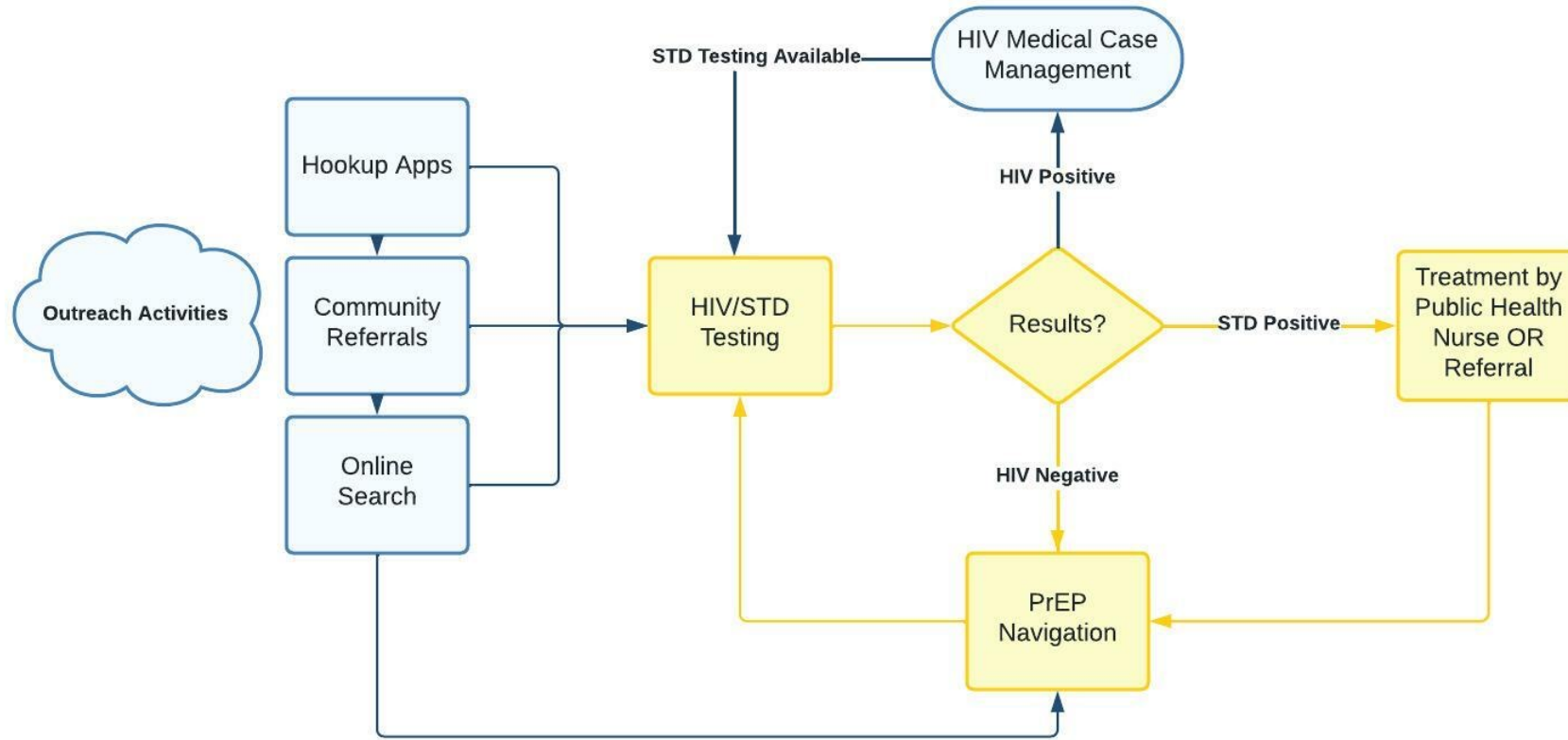
- a. Public Testing & Education
- b. Social Media Engagement (“hookup” apps)
- c. Safe Sex Supplies

3. PrEP Navigation

Prevention at CAP



Prevention at CAP



How a Patient Sees PrEP:



Prescriber



PrEP DAP

Billers

PHARMACY



COPAYS

ASSISTANCE PROGRAMS

Insurance

Rx BIN



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](https://tinyurl.com/PrEP-CAP)
- PrEP Navigator contacts within 1-2 business days
 - Text (WelTel), email, phone call
- Intake appointment scheduled
 - Office or phone



CAP Health Insurance & PrEP Navigation

Cascade AIDS Project (CAP) provides no-cost Health Insurance assistance to anyone in the community. We can help you get a new plan or find new ways to use the one you have.

CAP offers similar no-cost navigation services for PrEP. Our PrEP navigators can provide you with resources that will make the process of getting PrEP as simple as possible.

If you want us to contact you with assistance, please fill out this survey. Any contact information you provide may be used to contact you. If you are not comfortable providing your email and/or phone number, please enter N/A when asked.


You should receive a response from a team member within a week.

 jcampbell97301@gmail.com (not shared) [Switch account](#) 

* Required

Today's Date *

Date



Your Name (First and Last) *

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!

Version 3, 3.12.18

PAHR Services Intake Tool
 After completing PrEP Screener: If client has indicators for PrEP Recommendation and/or Consideration, continue with intake to collect additional information. This information should be entered into CAREWare.
 After completing PAHR Assessment: If client has indicators for other service needs, continue with intake to collection additional information. This information should be entered into CAREWare.
 Please collect as much information from each client as possible. All information is through self-attestation.

Referral Source			
<input type="checkbox"/> ENTER	<input type="checkbox"/> ENTER	<input type="checkbox"/> ENTER	<input type="checkbox"/> Other: _____
<input type="checkbox"/> COUNTY	<input type="checkbox"/> COUNTY	<input type="checkbox"/> COUNTY	
<input type="checkbox"/> SPECIFIC	<input type="checkbox"/> SPECIFIC	<input type="checkbox"/> SPECIFIC	
<input type="checkbox"/> SOURCES	<input type="checkbox"/> SOURCES	<input type="checkbox"/> SOURCES	

Incoming referrals can be tracked in PAHR Services Intake subform
 Outgoing referrals can be tracked in the Referrals tab

Demographics	
1	Client Name <input type="checkbox"/> Declined—Alias Created
2	Client Email <input type="checkbox"/> Declined
3	Client Phone Number <input type="checkbox"/> Declined
4	Client Address <input type="checkbox"/> Declined
6	Gender <input type="checkbox"/> Declined

Version 2 9.26.17

Standardized PrEP Screening Tool
 Use this tool determine whether to make a PrEP Recommendation or PrEP Consideration based on eligibility criteria.
 Note: PrEP recommendation must be considered on a client by client basis and does not need to be based exclusively on the outcome of this screening. Navigation services should be prioritized for those who meet eligibility criteria. Aligns with 2016 PHSKC/DOH PrEP Guidelines.

1	Are you currently taking PrEP?	<input type="checkbox"/> No	<input type="checkbox"/> Yes If yes, discontinue screening. Ask about additional navigation or support service needs.
PrEP Baseline			
2	Are you living with HIV or AIDS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	Have you had vaginal or anal sex in the past six months?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If YES is checked in box 2, stop screener. Ask about additional support service needs and linkage to care. If NO is checked in back 3, stop screener. Ask about additional support service needs.			
Gender Identity & Sex Partners			
4	Do you identify as transgender?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5	Do you identify as male?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6	Do your sex partners identify as:		
6A	• Male	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6B	• Transgender	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6C	• Gender Non-Conforming	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6D	• Female	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Step 3: Taking Action!

PeaceHealth

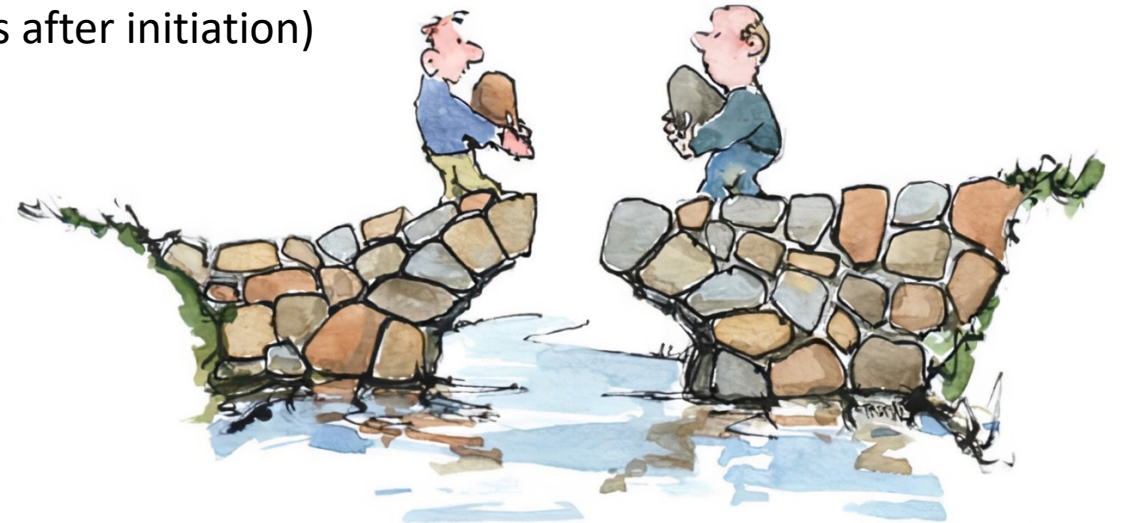
- Navigator connects to payment assistance:
 - PrEP DAP (navigator applies)
 - Co-Pay Card (online)
 - Patient Assistance Programs (online)
- Patient Referred to a PrEP Prescriber (PeaceHealth)
- Patient attends appointment and receives prescription
- Prescription ordered to pharmacy
- Navigator assists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

CAP



Step 4: On-Going Support

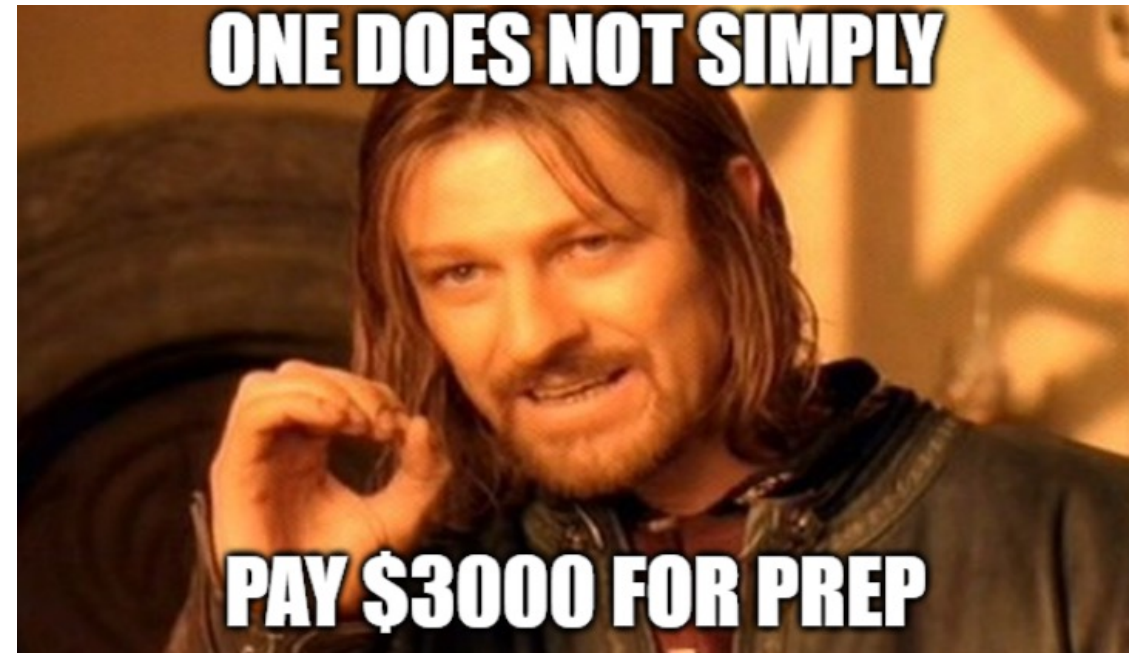
- Navigator checks-in with new patients (3-6 months after initiation)
 - Adherence assessment
 - Billing problems
 - Logistical issues
- Patients notified for renewals (Annually)
- Schedules for STD testing if needed
- Navigator provides general support (Always!)



HikingArtist.com

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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