



Community Listening Session: Urgent MADAP Program Discontinuation

Misty Carney, B.S., PharmD, AAHIVP

Prevention and Health Promotion Administration

Infectious Disease Prevention and Health Services Bureau

July 14, 2021

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.

MADAP's Goal

To improve client access to HIV medications, increase viral suppression by increasing client adherence to medication regimens, help clients monitor their progress in taking their medications, and educate clients and other key stakeholders with respect to the dynamic health insurance environment that we now live in to support The Ending the HIV Epidemic: A Plan for America in securing at least 90% reduction of new HIV infections by 2030.

Agenda

- Discontinuing Urgent MADAP Program
- Open discussion
- Review pre-submitted questions
- End of State of Emergency Update and MADAP client impact

Urgent MADAP Program Discontinuation

- During a recent HRSA site visit, the Urgent MADAP Program application process was deemed out of compliance with HRSA guidelines.
- Over the years, MADAP has decreased the time required to approve a completed application from 14 days to 1-3 days.
- What can we do better together (MADAP and key stakeholders) to maintain a decreased time to program approval?

MADAP

Support/Suggestions/Questions

- What is often the delay for completed applications being submitted?

What is the reason for considering to discontinue the Urgent MADAP program? It is already less than what we had years ago when patients were approved automatically over the phone.

The Urgent MADAP program was established to offer an expedited way to ensure that clients did not have any gaps in their medication access during a time when the turnaround time to produce documentation and program approvals was 10-14 days and sometimes longer. At present the MADAP eligibility staff is able to turn around completed applications within 1 business day **given they are submitted with the appropriate documentation**. Our goal is to ensure that the MADAP program approves clients who are truly eligible for our services as determined by HRSA. The required documentation is how we ensure that we apply grant funds to eligible clients only. The provisional access that the Urgent MADAP Program allows puts us at risk for funding clients who are not eligible thereby jeopardizing the entire MADAP program.

What time frame is expected for program discontinuation?

The Urgent MADAP program is governed by COMAR, and the process of discontinuing the program has a fairly lengthy process that must be followed. This process has begun, it started in May. As of this week, we are still looking at another 4 to 6 months before it becomes effective in COMAR. Once we know what that effective date is, our next steps will be to communicate the effective date to clients, case managers, healthcare providers, and other community stakeholders via various channels such as email blasts, mail, community meetings, and the MADAP newsletter.

What will replace this program?

There is not a replacement program planned at this time.

Will all clients be encouraged to participate to give feedback beyond this format?

- Clients are always encouraged to participate and provide feedback. The plan is to create a virtual suggestion box so that feedback can be submitted to us on an ongoing basis. Also, we are working on editing our client surveys so that they will be able to provide feedback in that manner as well.

Will this decision create more gaps to care and increased infections?

- The removal of the program should not create gaps in care or increase new infections as we have seen that there are not many other states that do not have this type of program and do not have gaps in care or an increase in infections overall. They are actually having decreases in new infections overall.

Has this issue been researched?

- The Urgent MADAP program data has been reviewed for an idea on how many clients may be truly impacted by what the Urgent MADAP Program was intended for. This is how it was identified that the majority of the Urgent MADAP Applications were from established MADAP clients and not new applicants.

What would be the back-up plan for patients to get their medications in a crisis? Is the expectation that patients can do without?

- The urgency of medication is our leading objective and making sure that the access for it remains. With the Urgent MADAP program, clients would have access to medication within a 24-hour period and that timeframe would not change. The goal here is to ensure that we have appropriate documentation on file prior to approving program services by submitting either a new application or recertification application both with supporting documentation.

Has MADAP considered how this will impact Rapid ART being implemented at HIV clinics?

- The Urgent MADAP program is not designed to support Rapid ART programs. Any entity deciding to use the Urgent MADAP Program in this way will need to reconsider the impact that this change may have.

If Urgent MADAP goes away, is there a way to ensure access to Rapid HIV Treatment Initiation and timely re-initiation of ART for people who do not have sufficient prescription coverage and are not Medicaid eligible?

- The way to ensure timely access to MADAP program services for new and established clients is to submit applications with all required supporting documents.

What happened that you put a new app out in 2020 to streamline the document and then came back with a new one in April 2021?

- The goal is to minimize the entire MADAP application overall. However, the changes reflected in the April 2021 application were to highlight places where information was being omitted AND to provide clearer direction on the documentation that is acceptable. We did not add any places to solicit more information. We added an Appendix page for informational purposes only. In May 2021, there was an additional section added on the Health Insurance page to capture ALL possible insurance plans (medical, dental, vision, prescription).

Is MADAP now accepting the CEV form for the 6 month and even the annual recertification?

- We are making final edits to a one-page document that will be utilized for both 6-month verification and annual recertification. This will support the full MADAP application only being submitted once. The expectation is that this will be deployed for official use before the end of the year.

Are there plans to track viral suppression and time to ART initiation now vs. after this change so that it is clear how this affects clinical outcomes?

- At present MADAP does track viral suppression and application approval time as a part of 2 of our quality measures of our program. So yes, there will be measurable outcomes of this change.

I thought historically Urgent MADAP started due to the importance to accessing medication quickly. I have had many patients not getting through in the 10 business days. Urgent MADAP is different from TAP, yes? I am not clear how there were people getting Urgent MADAP when they were not eligible.

- Urgent MADAP and TAP are different. Urgent MADAP grants provisional approval for MADAP services without having all required documentation submitted and allowing 30 days to submit missing documentation. The case manager or healthcare professional assisting the applicant with the MADAP application attest that:

- Based on the information provided to me, the applicant appears to meet the eligibility criteria for MADAP.
- I understand that all missing documentation must be submitted within 30 days or the Urgent MADAP will terminate.
- I understand that Urgent MADAP is valid for only 60 days beginning on the first day of the month of application.

Suggestion for shortening the MADAP application: Can you separate the 10 pages of rights, responsibilities, consent, etc., from the application? Is there a way to use open ended questions instead of filling in boxes?

- The pages of rights, responsibilities, consent are legally required to be included. Using open ended questions would extend the application where we are looking to try and minimize.

When MADAP is using the other databases to get the information, is there a way to have the documents/information shared back to case management as it's information we need too & don't have access to those programs?

- We are not able to share back those documents.

Also, how many applications can you ask about via phone call? If I ask for the status of three clients' applications, I'm getting attitude from MADAP staff about asking about so many clients.

- MADAP receives a significant volume of phone calls, and the staff supports by covering the phone lines throughout the day in addition to covering their work cell phones. While there is no limit on how many clients you can inquire about via phone, it is more efficient for us when you have more than that to submit them in a list via email.

What programs will provide immediate assistance other than you?

- <https://www.gileadadvancingaccess.com/>
- <https://medicineassistancetool.org/My-Resources> - This tool allows you to input the drug name and pull resources that are available for medication assistance.
- <https://www.janssencarepath.com/referee>
- https://www.viivconnect.com/portal/?utm_source=google&utm_medium=cpc&utm_term=viiv&utm_campaign=GS%20-%20Branded%20-%20ViV%20Connect%20EX&gclid=CjwKCAjwlrqHBhByEiwAnLmYUF1tZk7td2wuWxATrKIJaz-1hnmGknr1hHvo0Pbm8Yq0bV7_hvKOvx0CEI4QAvD_BwE&gclidsrc=aw.ds
- <https://www.abbvie.com/patients/patient-assistance/program-qualification.html>

COMAR Process

- Please contact Jody Sheely, the Director at the Office of Support Services for more details around the process. She can be reached via email at jody.sheely@maryland.gov

In the MADAP Pipeline

- Online application submission
- IVR phone system to support verbal 6-month verification attestation
- MADAP app
- MADAP monthly newsletter
- Digital suggestion box on MADAP website
- Listening sessions on a regular basis – monthly or quarterly

End of State of Emergency Update

- **Effective August 15th**, the MADAP program extensions granted by Secretary's Order 2021-05-12-01 and Executive Order No. 2021-06-15-01 will no longer be available.
- All MADAP clients must have an eligibility determination on file by August 15th.
- All MADAP clients receiving letters to notify them.
- MADAP clients who have not returned their recertification documents will receive new recertification documents.

End of State of Emergency Update

- Required documentation is being requested by July 31st.
- If required documentation is not received and we are unable to make a determination by August 15th, **clients will be disenrolled on September 30th pursuant to COMAR 10.18.05.04.**
- Documents can be submitted via mail, email, or fax.
- A copy of this letter will be posted on the MADAP website.



Maryland

DEPARTMENT OF HEALTH

Prevention and Health Promotion Administration

<https://phpa.health.Maryland.gov>

