

MedNet

Patient Assistance for Medications

April 15, 2016

Program Overview

- ▶ The program provides access to free medications through Patient Assistance Programs (PAP) offered by pharmaceutical companies.
- ▶ Medications available are generally for chronic health conditions and are name brand, as opposed to generic equivalents.
- ▶ Program sites are located in Lakeland and Winter Haven and one day a week (Tuesday) at Parkview Clinic in Haines City. Office hours are Monday through Friday 8:30- 5:00 p.m.
- ▶ This program is funded at an amount of \$116,488.

Who is eligible?

Each company has specific criteria, but generally speaking an eligible person will:

- ▶ Have no prescription drug coverage, and
- ▶ Have an income of up to 300% of the federal poverty level (\$35,310 for an individual), although some manufacturers allow for higher income levels.
- ▶ Have a chronic disease and a physician to write the prescription and in some case, who is willing to accept shipment of medications on behalf of the client.

How does a patient access MedNet?

- ▶ A patient receives a prescription or multiple prescriptions from a health provider and comes to see the medication assistance navigator.
- ▶ The navigator reviews the medications needed and determines which are available through PAP programs.
- ▶ Navigator also reviews remaining prescriptions to determine if they are available at low cost through other sources such as Walmart, Publix or on-line discount pharmacies, and advises patient as to where to obtain those medications at reduced cost.

- Navigator works with the patient to complete applications for PAP medications. Each manufacturer has a different application and documentation requirements. Patient is advised as to what information they will need to complete the application, such as income verification, and is instructed to return or to fax back needed documents that cannot be obtained on-line.
- Navigator prepares exception requests to manufacturer as needed for those cases that might be considered outside of normal guidelines.
- Applications are printed out, and physician signatures are secured by either the navigator or the patient.
- Once applications are complete, navigator will submit all required paperwork to the company who will determine eligibility.

- If approved, the patient will receive medications within 2 to 4 weeks. Medications are generally packaged as 90 day supplies with 3 refills (for a total of one year of medications) sent to either the patient's home or the doctor's office, depending upon the manufacturer. At that time, the patient is asked to notify the navigator of receipt of medication so that the navigator can coordinate ordering refills.
- The data base keeps track of refills and recertification dates (generally every 12 months). The Navigator orders the refills so that the patient continues to receive them throughout their eligibility.
- Navigator notifies patient of recertification date and schedules an appointment to meet with patient as needed. In addition the companies providing the medications will sometimes make changes that require notice to patients (such as a medication being removed from PAP), and that is coordinated by the navigator.

What is required of the medical provider?

- ▶ The provider refers the patient to the Medication Assistance program navigator and prepares a prescription in accordance with the requirements of the specific patient assistance program.
- ▶ The provider will also be required to sign the application on behalf of the patient, when completed by the patient with the assistance of the Navigator.
- ▶ While most manufacturers ship medications directly to the patient's home, some require the medications to be shipped to the provider's office. In this case the provider would have the additional step of notifying the navigator that the medications have been received so that they can contact the patient to arrange pick up.

Program Performance and Impact

- ▶ Program funding supports 2.5 FTE navigators.
- ▶ Partner sites including Jay Care in Winter Haven and the Florida Department of Health in Polk County's Lakeland clinic, and one day per week at Parkview.
- ▶ Partners provide in-kind contributions to the program in the form of private office space for client enrollment and utilities including phone, fax and internet access, and office equipment.

Performance Measures

- FY 2014-15 saw a total of 2,295 clients served (1,865 returning clients)
- 888 clients were Health Plan participants (850 was target).
- The value of medications received is \$877,529 for a return on investment of \$10.00 for every \$1.00 spent on the program.
- Cost per person served \$50.76

First Quarter 2015-2016

- A total of 347 clients were served
- 158 clients were Health Plan participants (850 is the annual target).
- The value of medications received is \$89,002 for a return on investment of \$4.00 for every \$1.00 spent on the program.
- Cost per person served \$66.62
- One staff member was out on medical leave for a three weeks and one staff person resigned leading to a vacancy in the position for two weeks.

Most common conditions treated by obtained medications include:

- Endocrine and metabolic conditions, with diabetes being the primary condition
- Behavioral health medications for the treatment of conditions such as anxiety, depression, bi-polar disorder
- Cardiovascular conditions such as high cholesterol and triglycerides
- Lung conditions such as asthma and COPD

Contact Information

- ▶ The Winter Haven office operates out of Jay Care Medical Center, 950 1st Street, South. Contact Martine Nelson at 863-280-6994. (Serves Parkview clinic on Tuesdays)
- ▶ The Lakeland office operates out of the Polk County Health Department Clinic, 3241 Lakeland Hills Blvd. Contact Mary Patton at 863-413-2620 x17094.