

Roll Call - Everyone Present Needs to:

**Place your full name and the
name of your organization in
the chat.**

Virginia Medication Assistance Program (VA MAP)

Quarterly Call
October 20, 2023

Opening Remarks

- Please communicate one-at-a-time.
- Please make comments relevant to the present.
- Please communicate with the intent of building up relationships, problem solving and promoting collaboration.

Agenda

- Open Enrollment/Enrollment Assistance Request
- No Contact Method
- Call Center Options
- Gross vs Net Income
- PBM Award and Implementation Update
- 24-month Assessments Due
- STI Formulary Additions

VA MAP Numbers

Total Enrollment
5500



Open Enrollment

- 2024 Health Plans will not be placed on our website for review.
 - Please route all enrollments through Benalytics at (855) 483-4647.
 - Please confirm client's phone numbers are up-to-date when completing profile updates to ensure Benalytics can conduct outreach calls.
 - If clients opted not to receive calls, Benalytics cannot be provided their information to receive enrollment assistance.*

Open Enrollment-Medicare

- Enrollment Period: October 15, 2023-December 7, 2023
- Coverage starts January 1, 2024
- Who is eligible?
 - Persons 65 and older
 - Persons under 65 with certain disabilities
 - Persons with End Stage Renal Disease (ESRD) or ALS (also called Lou Gehrig's disease)

Open Enrollment-ACA

- Enrollment Period: November 1, 2023-January 15, 2024
- Coverage can start as early as January 1, 2024, depending on when the client enrolls.
- To be eligible to enroll in health coverage through the Virginia Marketplace:
 - Must live in the United States
 - Must be a U.S. citizen or national (or be lawfully present)
 - Can't be incarcerated

Enrollment Assistance Request

- For clients to flow into the system at Benalytics, 'Yes' must be selected in enrollment assistance requested field.
- If you select 'No' client will not be found by Benalytics.
 - If enrollment information is provided to Benalytics verbally, and an HBU is not done to request assistance to add them to Benalytics system, they will not be included in the automated payment files.
 - An updated HBU must be completed to request enrollment assistance if no was selected during assessment process.

Enrollment Assistance Request

Premium Assistance Enrollment Records						
Date Effective ▾	Date End ▾	Status /	Policy Type	Carrier	Plan Name	Deleted? /

Medication Assistance	
Do you want to add/continue Medication Assistance?	* Yes ▾
Medication Pickup Site	* Ramsell ▾
Insurance Enrollment Assistance	
Do you want to assistance obtaining Health Insurance?	* ▾

Enrollment Assistance Request

Premium Assistance Enrollment Records						
Date Effective ▾	Date End ▾	Status /	Policy Type	Carrier	Plan Name	Deleted? /

Medication Assistance	
Do you want to add/continue Medication Assistance?	* Yes ▾
Medication Pickup Site	* Ramsell ▾
Insurance Enrollment Assistance	
Do you want to assistance obtaining Health Insurance?	? * Yes ▾
Policy Type	▾ Medicare Part C Medicare Part D Private Medical

Enrollment Assistance Request

- Based on the information provided in the assessment, select the appropriate enrollment request type on the services tab.
 - Benalytics will receive the client's information and the type of insurance they are requesting enrollment.
- Do not:
 - Select 'No' for enrollment assistance and tell clients to call Benalytics for assistance
 - Select 'Yes' for enrollment assistance for clients who do not qualify for or meet ACA or Medicare requirements

No Contact Method

- As a reminder clients that say no to being contacted by mail, phone, etc. will not receive any VA MAP updates.
 - Updates include:
 - Open enrollment reminders
 - Eligibility Renewals
 - Program Approval/Denial
 - Ramsell card
- Please be sure to discuss the implications of not receiving mail with the client at time of assessment.

VA MAP Eligibility & Medication Call Center

- All calls related to medication access, including Ramsell (after calling Ramsell) should be routed to VA MAP using options 1, 2, or 3.
- All insurance enrollment calls should be routed to Benalytics using option 4.
 - Example: HIMAP/MPAP enrollments
- All calls needing technical support within Provide, should be routed to the Service Coordinators using option 5.

Provide system and Unified Eligibility reminders

- If the client qualifies for Medicaid, the client needs to apply. Benalytics can assist with applying.
- Ramsell Cards cannot be uploaded into the Provide System.
- Be sure to include SSNs for those individual assigned one.

Provide system and Unified Eligibility reminders

- The client/dispensing pharmacy should contact Ramsell Help Desk at (888) 311-7632 before the Call Center for any Ramsell card issues.
- Make sure to ask whether the client wants to receive mail and/or emails.
 - If the client elects not to, be sure the client understands that vital programmatic updates related to eligibility will be missed.

Provide System - Reminders, Updates

- Proof of Income
 - Pay stub dates must be consecutive dates
 - Gross amount
 - Use the Wage Calculator
 - Please do not rely on prior methods of manual calculations to determine if a client is under FPL.
 - Do not enter year-to-date income
- Review the Supportive Documentation for Unified Client Eligibility to ensure you are submitting an acceptable supportive documentation.
 - [VA-RWHAP-B-Unified-Client-Eligibility-Documents-checklist_5.2022_FINAL.pdf \(virginia.gov\)](#)

PBM Award & Implementation Update

- The procurement process has been finalized and Ramsell Corporation has been re-issued the award as VDH's Pharmacy Benefits Manager.
- As previously discussed, Direct MAP clients will now be able to access medications via retail pharmacies and mail order (Phase II).
- We are currently in the planning phase, with a goal to implement phase II by June 2024.

Time to start reassessing for Unified Eligibility (UE)

- Reassessment must be completed by the end of the 24th month of client's eligibility
- Clients' information may change affecting their eligibility status (ex. moved out of state, obtained Medicaid, new employment, etc.)
- Clients who have been enrolled in the RWHAP-B program for at least 22 months and 15 days, should be evaluated to ensure they remain eligible for services prior to the end of the 24th month of their participation.
- There is no grace period for eligibility of our program. If a client is not up to date with eligibility, they are not eligible to receive services through RWHAP-B.

How to determine who needs to be reassessed:

Provide Enterprise - [Find Client]

File Find View Actions Tools Reports Windows Help

The screenshot shows the 'Find Client' menu in the Provide Enterprise application. The 'Clients' option is selected, opening a submenu with various filters. The 'Expired within last 45 Days' option is highlighted in blue.

Find Client

- First Name
- Middle Initial
- Last Name
- Birth Date
- Sex Assigned
- SSN
- URN
- Provide Client
- Surveillance
- PBM Member
- Medicaid ID
- Member ID/Policy Number
- Find Client Results

Administration

- Clients**
- Contract Management
- Import Log
- Insurance Benefits Management
- Medicaid Back Billing Disburses
- Pharmacy Interface
- PLWH Activity
- PLWH Clients
- Providers
- Reference
- Reporting
- Secure
- User Management

Find Client Filters

- All By Client ID
- All By Last Name
- Closed By Last Name
- Deceased By Last Name
- Enrolled in Medication Assistance
- Enrolled in Medication Assistance and Eligibility Expired
- Enrolled in Medication Assistance with End Date Mismatch
- Enrolled in Premium Assistance
- Enrolled in Premium Assistance and Eligibility Expired
- Expired within last 45 Days**
- Expired within last 6 Months
- Expiring within 45 Days
- Open By HIV Case Manager
- Open By Last Name
- Open Missing Surveillance State No
- Possible Duplicate Clients
- Seamless

Clients Expiring Within 45 Days

Provide Enterprise - [Clients\Expiring within 45 Days]

File Find View Actions Tools Reports Windows Help

Close Create Activity Create Report

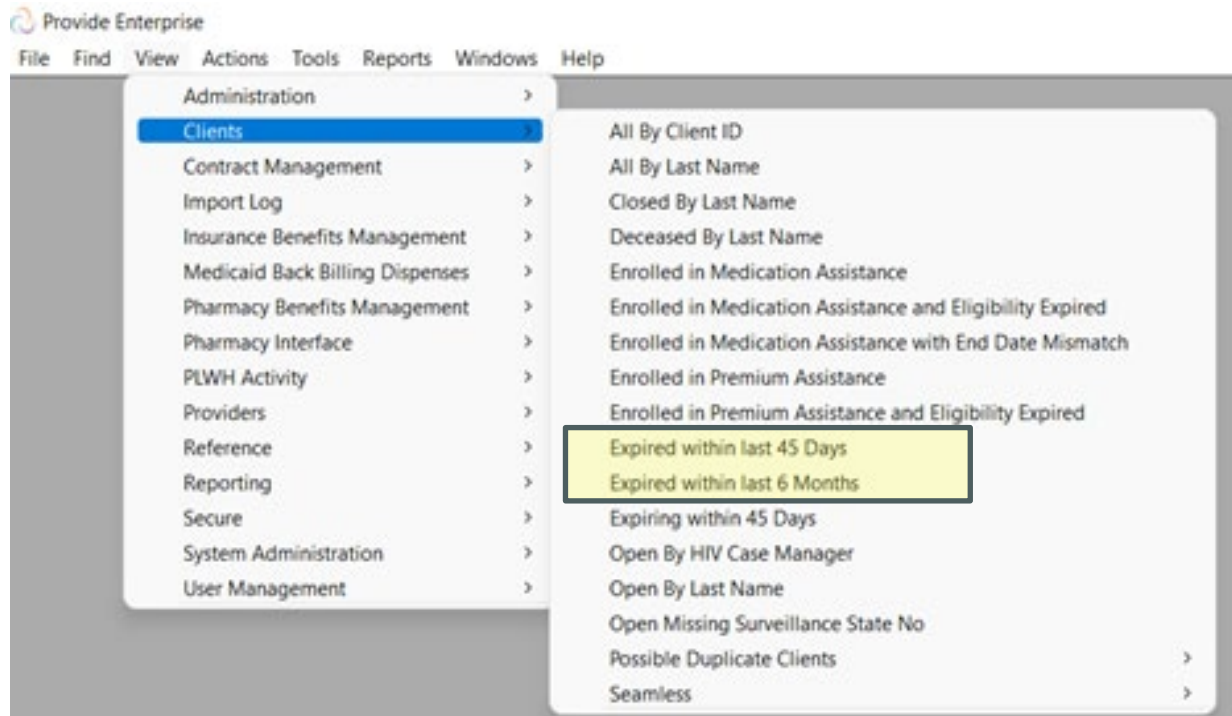
Last Name /	First Name /	Middle /	EIP Client ID /	DOB	SSN	Primary Phone	RW Expire
Castle	Penelope		10223	1968/01/01	558-00-1544	(414) 577-1234	2023/09/30
Catt	Romeo		10294	1970/07/01	154-00-1545	(262) 154-4444	2023/09/30
Cheetah	Chester		10562	1999/07/04			2023/10/05
Griffey	Kenneth	F	10123	1974/07/19	222-22-2222	(111) 111-1111	2023/09/30
Tooth	Jonathon		10061	1972/07/19	111-11-1117		2023/09/30

- This is the list that shows your clients who are going to need a reassessment in the next 45 days.
- We recommend you choose a date to review this list each month. This way, you can stay ahead of expiring eligibility and plan your outreach.
- You can sort this list by the RW Expire variable (just click on the variable name to sort) to focus on the clients who are closest to their eligibility expiration date.

Completing Reassessments

- It is recommended to begin outreach to clients 45 days prior to their eligibility expiration date.
- You can start entering reassessments for clients into Provide up to 30 days prior to their eligibility expiration date.
 - Any reassessments submitted more than 30 days prior to that date, would be considered an "interim" assessment and will not update the client's eligibility expiration date.
- If a client's eligibility has expired, they will need to be assessed before receiving any RWHAP-B Services.

Completing Reassessments



- Before providing services checking these lists (Expired within last 45 days and Expired within last 6 months) can help you with reassessing clients who have expired eligibility but may be scheduled to receive services soon.

ADAP Formulary

- The ADAP Advisory Committee for the Virginia Medication Assistance Program (VA MAP) convened on September 20, 2023, and recommended including Sexually Transmitted Infections (STI) on the VA MAP formulary. Drugs such as valacyclovir (Valtrex) for treating herpes virus and Penicillin benzathine (Bacillin) for treating syphilis were among the additions.

ADAP Formulary cont'd

- The VA MAP formulary has been updated to reflect the addition of STI drugs.
- A complete list of STI drugs available on the VA MAP formulary will be announced to community partners and stakeholders via email.

Question and Answer Session