

Virginia Medication Assistance Program (VA MAP): Medication Access Transition

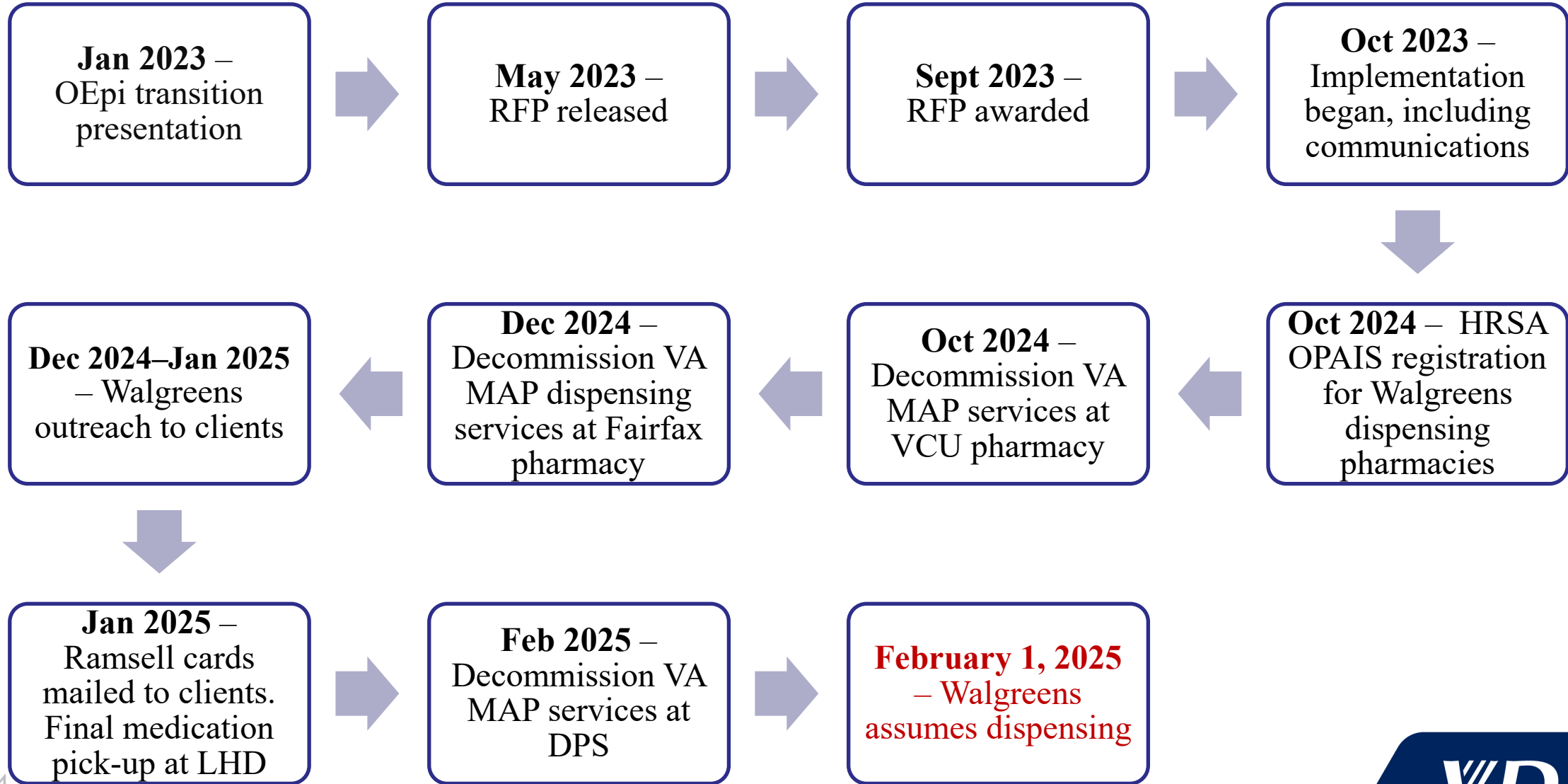
Program Overview

- The Virginia Medication Assistance Program (VA MAP), formerly known as VA ADAP, provides access to life-saving medications for the treatment of HIV and related illnesses for eligible clients.
- This is accomplished through the direct provision of medications or by assistance with insurance premiums and/or medication co-payments.
- The program must adhere to legislative, regulatory, and other compliance requirements related to Ryan White HIV/AIDS Program Part B (RWHAP B) grants, including administrative guidance from the federal funder, the Health Resources and Services Administration (HRSA).

Overview of Current VA MAP Medication Access Options

Direct MAP	ICAP (employer)	HIMAP (ACA)	MPAP (Medicare)
<ul style="list-style-type: none">• No insurance• Fills through VDH's Division of Pharmacy Services• Shipped to & picked up at LHDs or other medication access sites	<ul style="list-style-type: none">• Primary insurance• Supplemental Ramsell card• Fill & pick up at retail pharmacies or mail order	<ul style="list-style-type: none">• Primary insurance• Supplemental Ramsell card• Fill & pick up at retail pharmacies or mail order• Premium assistance	<ul style="list-style-type: none">• Primary insurance• Supplemental Ramsell card• Fill & pick up at retail pharmacies or mail order• Premium assistance

Medication Access Transition Timeline: Direct MAP clients



Virginia RWHAP B Communications about Transition

VA MAP Clients received:

- Med bag inserts for the last 6-8 months with info & action steps
- Letter mailings
- Public hearings, in-person information sessions, & webinars
- Communications from RWHAP B providers and case managers
- VA Consumer Advisory Committee (VACAC) in-person informational sessions
- Website postings
- Social media campaign via VDH accounts (finalizing)
- Outreach phone calls from Walgreens

Providers, Prescribers, & Pick-Up Sites received:

- Tailored letters with info & action steps
- Multiple webinars & in-person informational sessions
- Publicly convened meetings by VDH since October 2023
- VDH's eBulletin and other program listservs/distribution lists
- Program website postings with FAQs
- Planned communications from the Customer Service lines from Ramsell (PBM) and Walgreens (with language translation services)

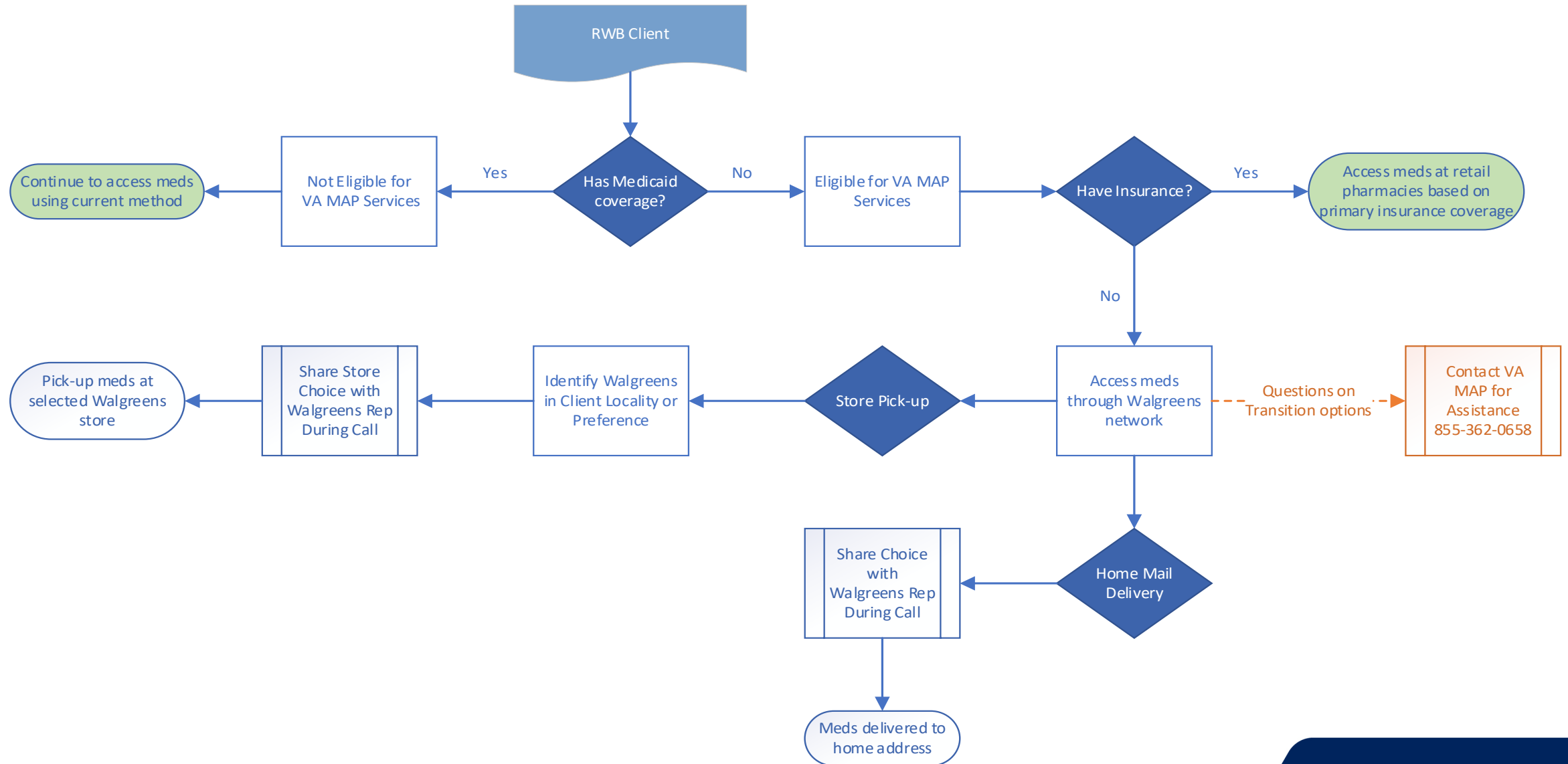
Current Stage of Medication Access Transition

- In preparation for the final transition stage, VDH's Division of Pharmacy Services (DPS) will provide **60-day fills** in January 2025, if there are at least two refills remaining for the client:
 - This is to assure clients do not run out of medications during the transition.
 - DPS **will not** reach out to providers for new prescriptions if clients have only one 30-day refill available.
 - Clients will receive the 30-day fill from DPS and get their next fill from Walgreens.
- People who receive their HIV medications from Virginia Medicaid **are not eligible** for **VA MAP services**:
 - If people were former VA MAP clients but now enrolled in Virginia Medicaid and chose to have DPS continue to fill their HIV medications and send to a local health department for pick up, then they may continue to do so while enrolled in Virginia Medicaid.
 - VA MAP is not involved with this process for Medicaid clients and receiving their medications.

Final Stage of Medication Access Transition

- As of **February 1, 2025**, VA MAP's Direct MAP clients will use Walgreens pharmacies to access medications:
 - Medications available for pick-up at any Walgreens across the state.
 - Residential mail delivery is available.
 - 12 pharmacies will dispense; others around the state will serve as depot and pick-up locations.
 - For consistency and continuity, one pharmacy will serve as an “anchor location” to receive all calls from clients and providers, as well as prescriptions.
 - As of **February 1, 2025**, all new prescriptions must be submitted to Walgreens.
- DPS will no longer dispense medications for VA MAP clients after February 1, 2025:
 - DPS will securely transmit refill data to Walgreens for VA MAP clients using industry standard file.

Medication Access in New Model



Benefits of Medication Access in New Model

- Extended business hours, weekends and holidays for medication pick up.
- Same day medication pick-up.
- Residential mail delivery services for any client via FedEx.
 - Clients with housing instability (0.3% of ~1200 Direct MAP clients) may:
 - Choose/use a trusted residential address for mail delivery (*new option*)
 - Choose to continue receiving RWHAP B medical transportation services from provider to pick up meds at Walgreens
 - Choose a contracted RWHAP B site that provides a service for medication pickup and delivery to clients; client must consent, and site must have policy and procedures in place for this (primarily used with justice-involved clients)
- Seamless transition between VA MAP medication access options due to insurance changes.
- Efficient & compliant operations, per federal funder requirements; not contingent on staffing capacity of VDH or medication pick up sites.
- Reduces administrative burden of managing dual pharmacy system.

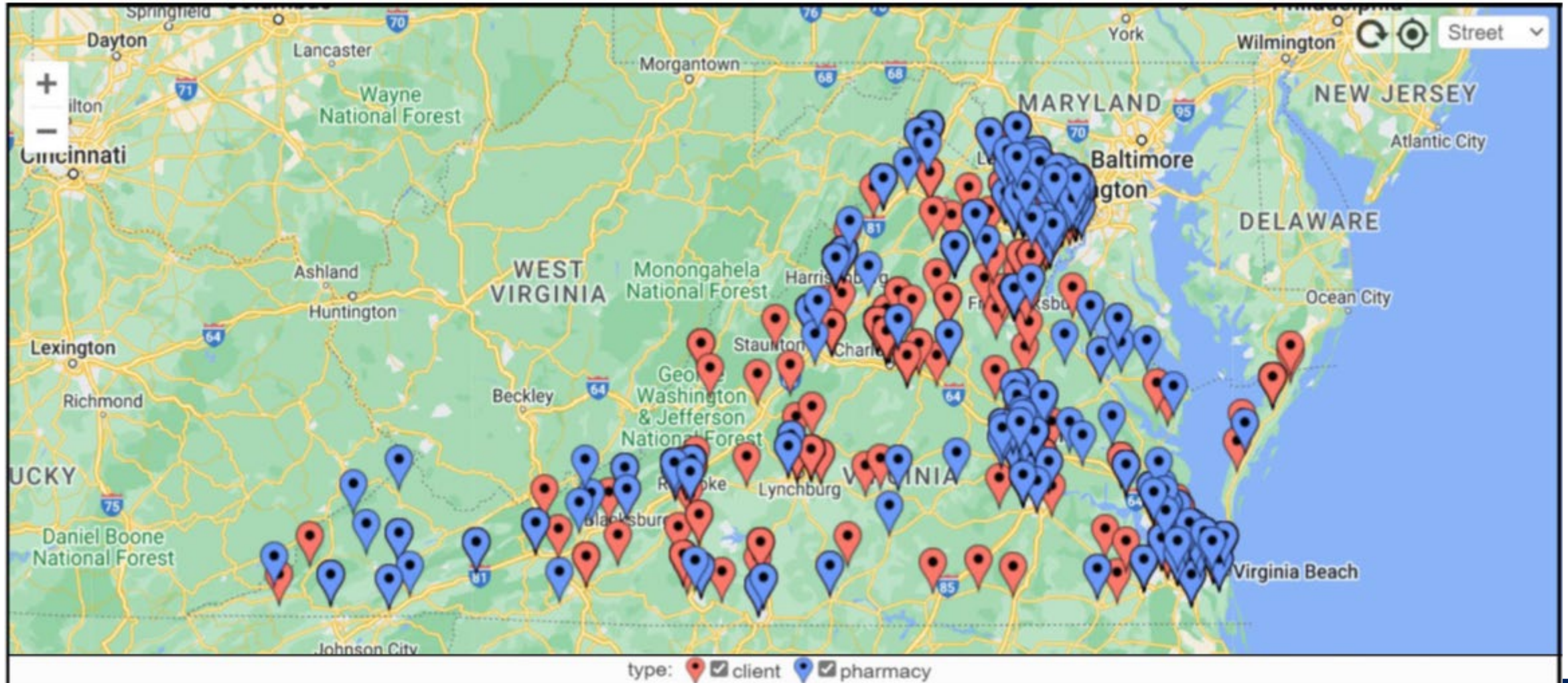




Advantages of Using Walgreens Pharmacy in New Model

- One of largest pharmacy chains in the U.S.
- Focuses on providing comprehensive healthcare services, including immunizations and health screenings.
- Convenience of medication home delivery, most available within 1-2 business days.
- Emphasizes convenience through numerous locations, drive-throughs, extended hours of operation and medication dose packaging.
- Ramsell is the Pharmacy Benefits Manager (PBM) for VA MAP:
 - Successfully manages this same model for ADAP Direct clients in other states and jurisdictions.
 - Already provides medication access for all of VA MAP's insured clients; **this new model adds responsibility for uninsured VA MAP clients.**
 - Has an established and effective professional relationship with Walgreens.

Walgreens Locations in Virginia





How You Can Help!

- **Remind clients to pick up their last 30- or 60-day DPS fills from your LHD if you receive. Will help avoid disruptions!**
- Share up-to-date information about the new model with clients; **refer them to the VA MAP website** for updates and FAQs.
- **Call the VA MAP Call Center at 855-362-0658** if you have questions or need additional information.
- **Make changes to your webpages** to share this information with Virginians who may need these services:
 - The **VDH Central Office's Acting Social Media Coordinator** can provide additional information and plain language text you can post.
- **Remind clients to update their VA RWHAP B unified eligibility (which is effective for 24 months)** for services, including medication access:
 - [Resource Connections](#) website list agencies can help.
 - Check the VA MAP website for information about RWHAP B Unified Eligibility.
- **Encourage clients to enroll in Virginia Medicaid if they are eligible to have coverage for all of their health needs.**
 - VA MAP has a vendor that can assist with enrollment at any time (rolling enrollment) and helps program meet HRSA's payor of last resort requirement.

Contact Us

Kimberly Eley, Medication Access Manager:

Kimberly.Eley@vdh.virginia.gov or **804-864-8018**

VA MAP Medication Call Center:

855-362-0658

The VA MAP website :

www.vdh.virginia.gov/disease-prevention/vamap/

(check website for latest updates)

Questions and Answers from the January 8, 2025 Information Session for Local Health Departments on Virginia Medication Assistance Program (VA MAP) Medication Access Transition

Q: Will clients incur a cost for mail-to-home [medication delivery]?

A: No, there is no cost to clients for receiving medications at home in this new model for Direct MAP clients. Medications will be mailed via FedEx Monday-Saturday (no Sunday delivered) within 24 hours of fill. Clients must also have a Virginia residential address for mail delivery.

Q: Will the 30-or 60-day fills from DPS be automatic?

A: VA MAP Coordinators will send their standard refill/medication requests (typically 30-day supply request) to DPS. VDH DPS will automatically refill the medication for a 60-day supply if there are at least two refills remaining. If there is only one refill, DPS will only fill for 30-day supply. VA MAP Coordinators do not have to submit 60-day refill requests.

Q: How is the LHD to know which Medicaid patients will continue to have Rx filled by DPS?

A: LHDs will need to get data from VDH DPS about which Medicaid clients will continue to have fills from DPS (and shipped to LHDs).

Q: Who sends the scripts to Walgreens on the client's behalf? DPS?

A: If the clients have refills, DPS will automatically transfer these refills to Walgreens—VA MAP Coordinators at LHDs do not need to take any action. However, prescribers will need to send new prescriptions to Walgreens as of February 1, 2025.

Q: Could we consider a best practice for that communication since we need to coordinate the pick-up for those clients?

A: Slide #5 contains the communication outreach to clients. If there is a specific best practice in mind that is not already listed on the Communication Outreach slide, please contact us.

Q: Can homeless patients use the local health department as a delivery address?

A: No, clients will not be able to use LHDs for their address. Please see slide #9 for the three options for clients experiencing unstable housing.

Q: What is a contracted RWHAP B site for pick up?

A: VDH contracts with 33-35 agencies to provide allowable RWHAP B services. If clients are not able to use the mail delivery or pick up at a Walgreen's location, our program will consider having our agencies pick up and deliver medications to clients, but clients must consent to this, and the agencies must have policies and procedures to do this approved by our program. Right now, this is case-limited to clients who are incarcerated in local and regional jails (this is not limited to the VDH-contracted agencies that provide Comprehensive Resources and Linkages for Individuals Experiencing Incarceration or CHARLII).

Q: Can we get a list of the 12 Walgreens that are "filling pharmacies" vs. a spoke?

A: No. We will not send out a list of the 12 dispensing pharmacies because we have arranged with Walgreens to have one anchor location that clients and providers can call and where all prescriptions will be sent. This is to provide continuity, efficiency, and not create confusion.

Q: If LHDs have meds for patients that have not been picked up after January 31, 2025 how long can we hold on to them? And would we ultimately return them to DPS if not picked up?

A: Yes, they will need to be returned to DPS; DPS and VA MAP are finalizing the dates for return and will inform all VA MAP Coordinators via Cerberus folders, email distribution, and the OCHS listservs.

Q: What type of communication will there be between Walgreens and clients (and providers) for med pick up reminders.

A: Walgreens will provide monthly reminders to clients. VA MAP will doublecheck to see if there is a reminder to providers.

Q: If client calls to request a refill on their medication after 1/31 and they do not remember which Walgreens will be filling their medication (or maybe Walgreens was never able to reach them during their phone call outreach), is there a telephone number to the Walgreens anchor location that we can provide to them to call?

A: This number is in the letter that the clients are receiving. After Walgreens complete their phone outreach, VA MAP will post this information to the website in mid-January 2025. We want Walgreen's to do outreach to clients first.

Q: How do we get information for the VA MAP vendor who can help enroll eligible clients into Medicaid?

A: The vendor's name is Benalytics. The toll-free number for their call center is 855.483.4647. VA MAP also has a co-branded website (<https://myvamap.com>) with Benalytics. It has information to help people assess whether they are eligible for Virginia Medicaid, has a scheduler to make appointments, and contains information about the VA MAP program.

Q: Will Walgreens have access to the Ramsell ID number/processing information that they should use if the client does not have their card?

A: Yes, they will. Walgreens and Ramsell are working together. If clients did not receive their card or have issues, clients should reach out to VA MAP, and we can help connect Ramsell with the Walgreens to resolve issues. Pharmacies also know they can contact Ramsell directly to troubleshoot any issues with filling scripts.

Q: Can clients only get their prescription at a Walgreens in VA, correct? Not WVA or DC or MD?

A: No. The Walgreen's locations for VA MAP medication pick up must be in Virginia.

Q: When will clients receive their Ramsell cards?

A: Likely within the next seven (7) days (or soon thereafter).