



# RWHAP TA Webinar

Indiana State Department of Health

*April 21, 2020*

*10:30 am – 12:00 pm*



# zoom

## Helpful Hints

- Press esc to exit full screen
- Hover over the top to change “view” options
- Place yourselves on “mute” until you’re ready to pose a question or make a comment
- Use the “chat” room to pose questions and make comments
- Meeting will be **recorded** and available for sharing after the meeting

- Please enter the agency name and list all participants in the “chat” room



## Agenda

- Program Updates
  - Medical Services Program
  - Non-Medical Case Management
  - Quality Management
  - Ryan White Services
- Statewide Agency Updates: Indiana Legal Services, Meals on Wheels, Volunteers of America, Lost to Care Program at ISDH
- Best Practices During COVID-19
- Questions and Answers



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## Welcome and Check-In

- We Hope You're Well and Staying Safe
- Reason For Different Format – COVID 19
- Purpose of Webinar
  - Multiple Changes, Learning Process, Important Feedback, Resources
- Structure of Webinar
  - 1 ½ Hour Format
  - Review Changes, Answer Questions, Provide Further Updates, Solicit Additional Questions and Feedback



## ISDH Staff Announcements

**IMPORTANT**  
ANNOUNCEMENT



### Staff Updates

- Larry Stribling, Deputy Director
- Joel Bazzell, HIV Services Administrative Assistant
- Ayman Ashwaiheen, Enrollment Specialist
- Katie Line, Field Fiscal Consultant
- Mariangelis Gomez, Finance Accountant



# Medical Services Program

## GOALS

- Linking Clients to Care
- Keeping Clients Retained in Care
- Promoting Viral Suppression



# Medical Services Program Changes

- Most Significant Area of Change
- Comments From:
  - Mark Schwering, Ryan White Part B Program Director
  - Jonathan Morgan, HIV Medical Services Program Manager
  - Brittany Sichting, ISDH ADAP and HIVe Consultant



## Medical Services Adjustments

- Electronic Application Submission
- Client Attestation and Signatures
- Client Documentation Extension
- 90 Day Refills
- ADAP Initiatives
- Formulary Telehealth Additions
- Medicaid/HIP Changes

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## Electronic Application Submissions

**Q.** Can MSP applications still be delivered to ISDH or emailed to their MSP Enrollment mailbox?

**A.** No, we have attempted to make this an electronic process. Therefore, we would like all applications uploaded into HIVE. If there is an issue with the upload, please reach out to your assigned ISDH enrollment specialist or HIV Services Program Manager.

*NOTE: This HIVE upgrade is still a work in progress. We continue to make modifications to improve functionality. Your feedback is important.*



## Client Attestation and Signatures

**Q.** Are NMCMs able to sign on behalf of their clients?

**A.** Yes, as long as the NMCM has spoken to that client and has verified the client's documentation and has created a note in Case Manager. The Case Manager note and client signature line on forms should be identified as a COVID-19 note/signature.



## Client Documentation Extension

**Q.** What if the client is not able to provide the NMCM their supporting documents before the re-certification due date because of social distancing?

**A.** If the client is unable to provide the NMCM with a copy of the required documentation, NMCMs are allowed to provide **verified** information on the care site letterhead. The letter has to have sufficient detail for ISDH to complete the recertification or application. The letter needs to state the client's address and where the client is currently working in addition to how much they are paid. However, the NMCM will have to provide the actual verified documentation within 60 days of the original recertification date due date.



## Client Documentation Extension

**Q.** Are you giving our clients a longer appeal period if they fail to re-certify due to social distancing?

**A.** No. Clients still have to appeal within 21 days of close date to avoid termination from the program. However, they would have up to 60 days from the close date to provide original documentation to support the appeal. The client, however, would have to provide verified information through the NMCM to ISDH (Jmorgan@isdh.in.gov) within the 21 day appeal period to continue services. Client's appeal must be received from NMCM within 21 days of close date or client will terminate.



## 90 Day Refills

**Q.** Are ADAP/EIP clients able to refill medications in a 90-day increment?

**A.** Yes, ADAP/EIP clients will be able to fill medications for a 90-day increment as long as it is on the approved ADAP/EIP formulary. Additionally, Medicaid, HIP and the Marketplace have also allowed 90 day refills during the duration of the pandemic for most medications.

- *Note: ISDH just extended the 90 day refill period for another 30 days, extending to May 16, 2020.*



## Formulary Changes/Telehealth

- ADAP and EIP Formularies combined into one integrated formulary.
- Additions and changes are pending final upload and processing by our PBM and TPA (Unified).
- After upload, revised Formulary will be posted to website.

What about telehealth?

- We are adding basic telephone visits and telemedicine visits to our EIP formulary. Retroactive from March 1, 2020.
- Additional tele-mental health and other codes are under consideration.



## ADAP Initiatives

Due to current economic climate, we want to ensure our resources are able to meet potential increased demand.

Therefore, we have the current projects in process:

- If clients have been on ADAP/EIP for longer than 6 months, we are working to transition them to HIP, if eligible, or HIAP through a special enrollment if above income for HIP.
- Failure to Re-certify – We are tracking terminations by Care Site. MSP, in collaboration with our Supportive Services Team, is working with NMCMS to avoid failure to re-certify circumstances. This keeps clients connected to more beneficial comprehensive insurance and avoids the larger drain on our ADAP resources.





## MEDICAID/HIP Changes

- During the pandemic if we find a client on ADAP/EIP, we are working to transition them to HIP Basic or HIP+ for the improved benefits.
- Per FSSA, clients will not be terminated during the public health emergency unless they voluntarily withdraw.
- Additionally, if clients HIP re-enrollment occurs during March, April and May, FSSA will automatically extend eligibility for one year with no re-certification needed.
- PAC payments have been suspended from March through August, 2020.
- CMS and FSSA have added telehealth codes to their approved procedure codes.



## Miscellaneous Question

**Q:** For our clients who are only enrolled in ADAP/EIP, especially those who are not HIP eligible based on residency, is anyone working on inpatient coverage options if they were to be admitted for a COVID-19 related cause?

**A:** For ADAP/EIP, clients are uninsured and only supported for medication assistance (ADAP, federally funded) and services (EIP listing). Ryan White funds are NOT permitted to pay for any inpatient costs.



## Miscellaneous Question

**Q:** For individuals eligible for special enrollment, how would you advise we complete the marketplace applications? (Typically Care Sites have used paper applications from the carriers which require a signature.)

**A:** This question only applies to CareSource applications as they are an off market product, so applications cannot be submitted electronically through the Marketplace. We contacted CareSource for electronic options. We have been allowed to have NMCMs sign on behalf of clients during the duration of this public health emergency. Conversely, this should not be an issue for the MHS plan as those applications are submitted electronically via the Marketplace.



## Medical Services/NMCM Contact Team

### Samantha/Noel

- Aliveness
- Aspire
- ARG
- Concord
- Eskenazi
- Clark County
- The Damien Center
- BU Wellness Network

### Michael/Marlana

- Aids Ministries
- Meridian Health Services
- LifeCare
- PRC
- Positive Link
- Step-Up
- Community
- Scott County



## Non-Medical Case Management

- All case notes should address Social Distancing and/or list COVID-19
- Please record your client interaction by listing Social Distancing in the subject line of every case note

**Remember : Monthly data reports are not required at this time**



## Case Note Reminders

- All COVID-19 case notes need to be entered within 24 hours of client contact
- Make the best effort to print case notes weekly to put in the client's file
  - Understanding that most care site staff are working remotely, we encourage making a list of client ID numbers that you serve, so that you know what to print when you are back in the office
  - Please do not use personal equipment to print out client information, and do not transport physical notes without a HIPAA compliant way to do so
- Only the NMCM making client contact should be entering the note in CaseManager
  - Support staff should not be getting other team member's notes emailed to them for data entry



Note Summary Information

<p><b>Description:</b> COVID-19 Update</p>	<p><b>Pending Concerns:</b> Bankruptcy STD Prevention Education Duty to Warn Information</p>
<p><b>Assessment:</b> NMCM/CC contacted client via phone/email due to office closure in response to the COVID-19 outbreak. NMCM/CC checked in with client on the status of their _____. NMCM/CC did complete and upload a medical services application via HIVE. Client/NMCM did have the ability to upload the following documents: _____. Eligibility documents not able to be uploaded were _____ and were included in a word document. NMCM/CC will be in touch with client to get required eligibility documents within the 60 day time limit.</p>	
<p><b>Plan:</b> NMCM/CC will follow up with client to check in on access to services and be available for any questions. All contacts will be documented in Case Manager.</p>	

Note Summary Information

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<p><b>Assessment:</b> NMCM/CC contacted client via phone/email due to office closure in response to the COVID-19 outbreak. NMCM/CC checked in with client on the status of their _____. NMCM/CC did complete and upload a medical services application via HIVE. Due to the situation, no eligibility documents were able to be verified. Per ISDH's guidelines, a word document was submitted to verify income, residency, and proof of status. NMCM/CC will be in touch with client to get required eligibility documents within the 60 day time limit.</p>	
<p><b>Plan:</b> NMCM/CC will follow up with client to get required documents. All attempts will be documented via Case Manager.</p>	

## Quality Management

**ISDH CQM team understands that during the public health emergency some grant activities may be postponed, modified, or extended. Each subrecipient should:**

- Determine which clinical quality management (CQM) program activities discussed in [HAB PCN #15-02](#) can be performed remotely or virtually;
- Assess the capacity of your agency to participate in CQM activities; and
- Document modifications and postponement to CQM activities.



## Quality Management

- Some CQM activities may continue uninterrupted because they were automated and performed remotely prior to the public health emergency (e.g., collection of performance measure data) while other CQM activities may transition to a virtual method or be postponed (e.g., CQM committee meetings).
- **Webinars on training and TA:** The ISDH CQM team is in the process of developing virtual QM trainings and TA to fill the place of the spring training that was postponed.



## Ryan White Services

- During this time of a state of emergency, we have paused the requirement to submit monthly reports
- Monthly invoicing and quarterly data collection sheets are still due
- April-September funding cycles will not be delayed and new invoice templates will go out by/on May 1<sup>st</sup>



# Agency Service Updates



# Ryan White Legal Project

Jessica Harris & Harrison Metz, Staff Attorneys  
Nick Parker & Angie Hoogeveen, Project Directors



## How ILS has adjusted during COVID-19?

- We are still able to connect with new and existing clients via phone, email, mail, fax, text, etc. However, we are unable to meet clients in person currently.
- While we are working remotely, our availability and means of contact remain stable. We are capable of either having our office phones at home, or having calls routed to personal phones.
- We also have various technologies available to complete legal work for clients, just as if we were in the office.
- Referring agencies can assist through continuing referrals, as well as helping ILS make and maintain contact with clients. Contact with clients, whether initial or continued, has been a barrier to delivering services.



## Making Referrals to RWLP During COVID-19

- The HIV non-medical case manager makes the referral by completing the referral form. Be sure to include the HIV E-number for verification.
- Send the referral form with a signed RWLP agreement:
  - Through a secured email to [rwp@ilsi.net](mailto:rwp@ilsi.net); or
  - Via fax to Jessica Harris, **(317) 789-8544** or to Harrison Metz, **(574) 855-5154**
- Due to the COVID-19 restrictions, the non-medical case manager may read the RWLP agreement to the client and receive verbal consent when sending it with the referral
- To speak about a referral you may contact the RWLP attorneys:
  - Southern Region- Jessica Harris, [jessica.harris@ilsi.net](mailto:jessica.harris@ilsi.net) or (317) 883-9687
  - Northern Region- Harrison Metz, [harrison.metz@ilsi.net](mailto:harrison.metz@ilsi.net) or (574) 855-5128





## Legal Issues Likely to Occur Due to COVID-19

- Housing-illegal evictions, avoiding evictions
- Obtaining Public benefits- SNAP, unemployment
- Advanced Directives and Wills
  
- Any other legal issues??



For more updated COVID-19 related information and resources please visit our website or follow our social media accounts:

- Website- [www.indianalegalservices.org](http://www.indianalegalservices.org)
- Facebook-Indiana Legal Services, Inc.
- Twitter-@inlegalsvc





# Volunteers of America Update

John Cannaday



# ISDH Lost to Care Program Update

Brandon Halleck/Traci Johnson



# Best Practices During COVID



We'd love to hear from you and your response to COVID-19!



## Resources

- HRSA HAB COVID-19 FAQ
  - Provides answers to specific Ryan White funding use and COVID
  - <https://hab.hrsa.gov/coronavirus/frequently-asked-questions>
- Collaborative Solutions COVID Resources
  - HUB of federal resource pages on COVID
  - <https://csi.elevate.commpartners.com/COVID-19>
- ISDH COVID Page
  - Indiana Specific Data and Resources
  - <https://coronavirus.in.gov/>





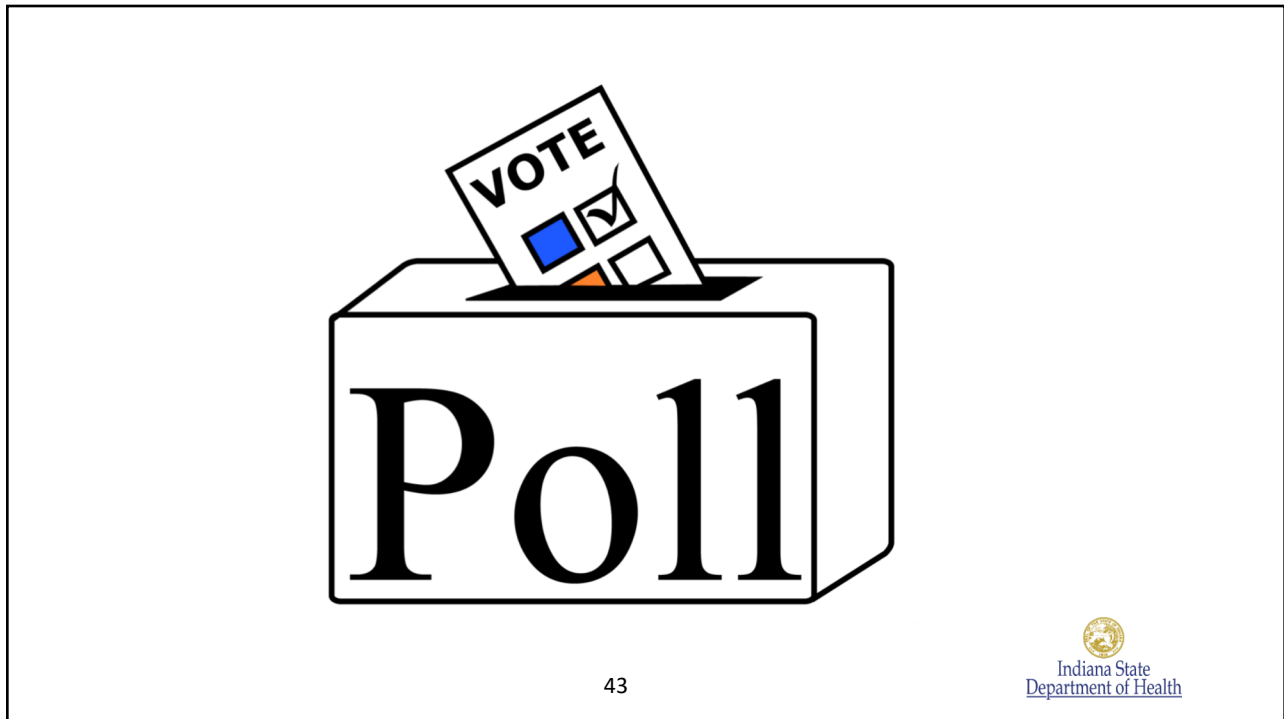
## ISDH Announcements

**IMPORTANT**  
**ANNOUNCEMENT**



- RFA – April 27
- May Webinar – May 19
  - New invitation to be sent by Joel, will require registration moving forward
- X08 Application – May 29
- **Self-Care Webinar- April 22<sup>nd</sup> 3:00-4:30pm EST- Contact Ayriane Bailey for the invitation**





## ISDH Contacts

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[mschwering@isdh.in.gov](mailto:mschwering@isdh.in.gov)

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