



Fostering Engagement in Care and Medication Adherence through a Systematic Quality Improvement Initiative for Continued Enrollment in the AIDS Drug Assistance Program

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Disclosures

- Nothing to disclose

Acknowledgements

- Center for Positive Health/Denver Health ID Clinic
 - Renee Maciel
 - Nora Helmus
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 - Margaret McLees
 - Ed Gardner
 - Marshall Gourley
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- Colorado Health Network
 - Olivia Logan



Introduction

- In Colorado, the AIDS Drug Assistance Program (ADAP) provides services that assist with access to medications including insurance premium payments and some out-of-pocket medical costs
- ADAP Eligibility
 - Colorado resident (citizenship not required)
 - Living with HIV
 - Income is $\leq 500\%$ of the Federal Poverty Level

ADAP Services

HIAP

Health Insurance Assistance Program



- Insurance premiums
- Co-pays/co-insurance
- Deductibles

HMAP

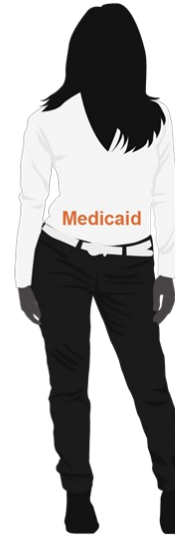
HIV Medication Assistance Program



- HIV medications
- Automatically qualified if eligible for SDAP

SWAP

Supplemental Wrap Around Program



- Medical co-pays
- Prescription co-pays for drugs on the SDAP formulary

SPAP/BTGC

State Pharmaceutical Assist. Program/
Bridging the Gap Colorado



- Part D premiums up to \$100/month
- Part C premiums up to \$200/month
- Prescription co-pays for drugs on the SDAP formulary

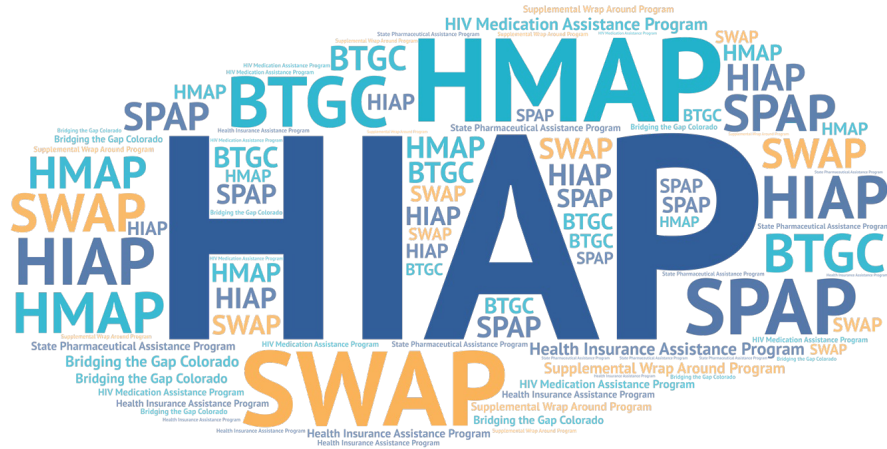


Introduction

- ADAP enrollment facilitates medication adherence and care engagement
 - Erly, S et al. studied the impact of disenrollment in Washington state and found that among ADAP clients who disenrolled ≥ 1 time, 83% were virally suppressed before disenrollment versus 69% after disenrollment (RD 12%, 95% CI 9–15%) (PLoS One 2023)
 - Further, in states without Medicaid expansion, enrollment into health plans funded by ADAP was associated with higher rates of viral suppression compared to direct ADAP medication provision (McManus, K et al., CID 2020)

Introduction

- ADAP requires annual re-enrollment
 - Historically every 6 months (changed to annual in Nov. 2021)
- Failure to re-enroll results in loss of ADAP benefits
- We grew concerned that many of our clients may be experiencing barriers to care and optimal health due to loss of ADAP benefits
 - COVID exacerbated the problem



Intervention Preparation/QI Tools

Baseline Data:

- In July 2020 approximately 250 clients (14% of clinic population) had expired ADAP benefits

Target State:

- Decrease the percentage of our clients with expired ADAP
- Increase the number of clients who re-enroll prior to expiration

Root Cause Analysis:

- Barriers to re-enroll include tech barriers, paperwork confusion, frequent reenrollment, reliance on enrollment specialist
- No easy way to identify those with expired ADAP
- No active reminders to patients of upcoming ADAP expiration
- Few accessible and user friendly ADAP instructions

Intervention Core



Reactive
outreach



Proactive
outreach



Education

Key Interventions: Reactive Outreach

- Reach out to clients with expired ADAP
 - Work with ADAP administrator (Colorado Health Network and Colorado Dept of Public Health and Environment) to identify clients with expired ADAP
 - Outreach client and trouble shoot re-enrollment needs
 - We focused on Medicare beneficiaries with expired ADAP as cost sharing is high and this population can have many barriers to care
 - Refer patients during that call to other services based on need



COLORADO
Department of Public
Health & Environment

Key Interventions: Proactive Outreach



- Notify clients in advance when ADAP will be expiring
 - Worked with information technology team to build ADAP renewal reminders, automatically sent out the month prior to scheduled expiration
- Reminders sent in the client's preferred language (Spanish or English)
 - Sent to all PWH in our healthcare system, not just those in our clinic
- Limitation: Only for clients subscribed to the electronic medical record patient portal

Key Interventions: Education

- Developed a video that walks clients (or caregivers) through the ADAP application, question by question
 - The video was made available on our institution's YouTube channel
 - This video was advertised in our clinical space and linked by a QR code
 - This video was shared among the Metro Denver HIV community

Snapshot of video:

The video frame displays a silhouette of a person with the text "Uninsured or Undocumented" on their chest. To the right, a blue arrow points to a box titled "Options for proof of income include:". Below this, three document types are shown: "PAYCHECK STUB / CURRENT JOB / FROM WITHIN LAST 6 MONTHS", "FIRST 2 PAGES FROM MOST RECENT 1040 TAX FORM", and "STATEMENT OF SUPPORT AFFIDAVIT". The word "OR" is placed between each option. At the top right, a text box provides instructions for providing income proof. At the bottom, a red banner states: "You must provide the appropriate proof of income documents with your SDAP application."

31. Please use the table below to provide your best estimate of your GROSS monthly income. You will need to attach proof of all income listed in this table (Unless you are enrolled in Medicaid, whether earned by you or another member of your household. See the instructions for the types of proof that ADAP will accept.

Include income from your legally married spouse and income earned by your children. Do NOT include other people living in your household. If you are under 18, please list your parent or legal guardian's income.

Use the table below to report any income you or your spouse receive. Include temporary and seasonal work and income from self-employment. If you have no household income (\$0) from employment or from any other source, fill out "Statement of Support" on page 7.

Sources of income other than employment include:
Unemployment benefits, SSI, SSDI (Social Security Supplemental or Social Security Disability Income), Veterans benefits, Short/Long-term disability, AND (Aid to the Needy Disabled), Retirement/Pension, SSI (Supplemental Security Income), TANF (Temporary Aid to Needy Families), Taxable trust income, Worker's compensation, Interest/Investment income, or Alimony paid to you. Call the ADAP HelpDesk at (303) 692-2716 with questions.

Uninsured or Undocumented

Options for proof of income include:

PAYCHECK STUB / CURRENT JOB / FROM WITHIN LAST 6 MONTHS

FIRST 2 PAGES FROM MOST RECENT 1040 TAX FORM

STATEMENT OF SUPPORT AFFIDAVIT

OR OR

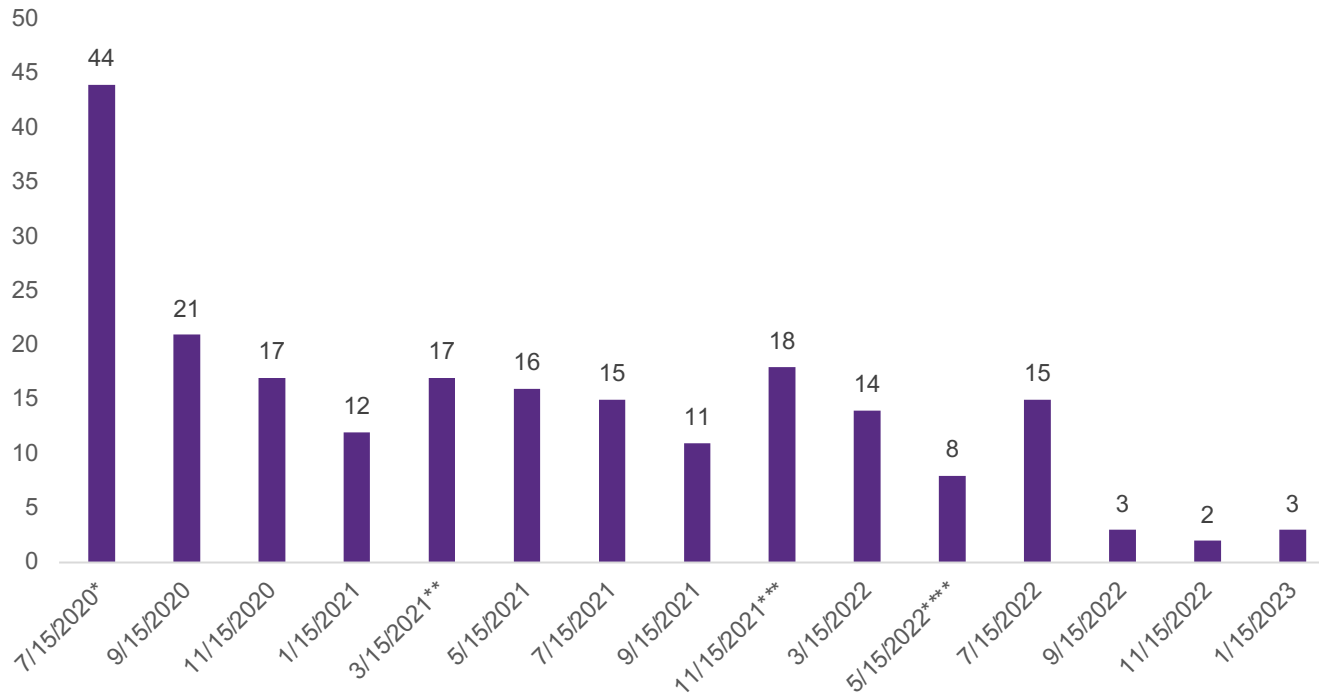
You must provide the appropriate proof of income documents with your SDAP application.

Intervention/Project Results

- Since intervention enrollment, we have completed 157 outreach attempts for clients with expired ADAP and completed 51 applications through this method
- Over the past 12 months, 2,000 individuals have been provided a reminder to re-enroll in ADAP in the month prior to their expiration date
 - Empower clients to renew on their own
 - Build program sustainability over time
- Since posted on YouTube in March 2021, the ADAP instructional video has been viewed 732 times

Intervention/Project Results

Number of Clients with Medicare with Expired ADAP



In July 2020 there were 44 clients with Medicare requiring outreach for expired ADAP and in January 2023 there were 3 clients on the list

Timeline of Interventions:

- *Outreach calls initiated
- **ADAP Video Introduced
- ***ADAP reenrollment changed from every 6 to 12 months
- ****Automated ADAP Renewal Reminders Introduced

Lessons Learned and Next Steps

Lessons Learned:

- Persistence and collaborative effort are key
- All interventions should be approached with an equity lens from the beginning (planning stages)
- Representation and diverse input should be sought throughout implementation
- Sustainability (including how to keep materials current) should be considered

Next Steps:

- Instructional video needs updating and translation into Spanish
- Define measures that will help us more directly measure the impact of this intervention on engagement and adherence for all clients

Thank you and Questions?



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