



HUMAN SERVICES DEPARTMENT
COMMUNITY PARTNERSHIPS DIVISION / Health Care Services Section
115 S Andrews Avenue, Room A300 • Fort Lauderdale, Florida 33301
954-357-5390 • FAX 954-357-5897

Support Services Network Meeting Agenda

Date: September 14th, 2021, at 9:00 – 10:30 a.m.

Location: [WebEx Virtual Meeting Platform](#)

Facilitator: Clinical Quality Management Staff

quality@brhpc.org

(954) 561-9681 ext. 1343

- I. Call to Order**
- II. Welcome/Introductions**
- III. Part B/ADAP Coverage of Medicare Premiums/Copays**
Serena Cook
RW Part B Program Manager
FLDOH in Broward County
- IV. Focus Group: BRHPC Needs Assessment**
Debbie Cestaro-Seifer, MS, RN, NC-BC
Educator/Consultant
BRHPC
- V. Announcements**
- VI. Adjournment**

Next Meeting Date: December 7th, 2021

Broward County Board of County Commissioners
Mark D. Bogen • Lamar P. Fisher • Beam Furr • Steve Geller • Dale V.C. Holness • Nan H.
Rich • Tim Ryan • Barbara Sharief • Michael Udine

Broward.org





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Support Services Network
Tuesday, June 1, 2021, at 9:00 a.m.
WebEx Virtual Conference Room

MINUTES

PROVIDERS

AHF: No representative present
BCOM: Roseline Labissiere
BRHPC: Natasha Markman, Ivy Pierre
Broward Health: No representative present
Broward House: Joyce Nunnally, Patty Falco
Care Resource: Raphael Jimenez, Harold Balvin
Community Rightful Center: Wislene Augustin, Shella Volmar
Latinos Salud: Richard Ortiz
Legal Aid: Kara Schickowski, Laurie Yadoff (Coast to Coast)
Memorial: Amy Pont, Jean Raymond Alexandre, Guerline Verger
Poverello: Shanel Pamphile, Santiago Barney

CLINICAL QUALITY MANAGEMENT (CQM) SUPPORT STAFF: Whitney Saint-Fleur, Vanessa Oratien, Jaclyn Ramos, Gritell Berkeley Martinez

PART A RECIPIENT STAFF: Wismy Cius

GUESTS: Tijee Williams

I. Call to Order

The meeting was called to order at 9:02 a.m.

II. Welcome/Introductions

CQM Support Staff welcomed everyone, made a statement of the goal for the meeting, and individual introductions were made.

Broward County Board of County Commissioners
Mark D. Bogen • Beam Furr • Steve Geller • Dale V.C. Holness • Chip LaMarca • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
Broward.org



Community Rightful Center, the MAI Non-Medical Case Management provider was introduced to the Support Services Network.

III. Network Evaluation Results

The Support Services Network reviewed the results of the network evaluation survey in which they participated at the end of FY20.

A participant asked if a Part B representative can attend the Support Services Network meetings. CQM staff explained that the network meetings are specific for Part A providers. Thus, Part B service providers may not join the network. However, relevant presentations from a Part B provider that benefits the network would be welcomed.

IV. Review of QIPs from Other RW EMAs

A CQM Health Planner provided an overview of quality improvement projects (QIPs) undertaken by other support service providers in other EMAs. This topic was suggested in the evaluation survey as a subject of interest.

The presentation described QIPs completed in New York City, Los Angeles, and Dallas. New York's Care Coordination Program featured a client self-management assessment tool as well as a provider assessment tool to create patient service plans collaboratively. Los Angeles completed a Special Project of National Significance (SPNS) Black men who have sex with men (BMSM) initiative centered around youth-focused case management. This model was adapted by The Village Project in Dallas, Texas. The case management models utilized within the Los Angeles and Dallas EMAs were compared and contrasted during the presentation.

Members discussed the self-management assessment tool utilized in the New York EMA in further detail. The tool was developed through discussions with subject matter experts to gather insights from care team members and clients. It was noted that clients' viral load suppression improved while the tool was in use.

V. Discussion: Normalizing Mental Health & Substance Abuse Discussions with Clients

A CQM Health Planner presented on the relationship between stigma and mental health in preparation for the discussion of normalizing mental health and substance abuse discussion with clients.

Network members shared methods for inviting clients to care. One way this is done is by suggesting that clients speak to a neutral party about what is going on. The mental health provider agency shared available resources and contact information for ease of referral.

A provider shared that clients do not want to be referred to as having a mental illness, or have it seen as an abnormality. Another provider added that many clients can shut

down if mental health is mentioned. Rather than describe mental health services by that name, providers sometimes refer to these services as behavioral health instead. The client can also simply be offered the opportunity to speak to someone, rather than using a name for the proposed interaction.

VI. Discussion: COVID-19 Vaccine

The Support Services Network was asked for any updates regarding client hesitancy on the COVID-19 vaccine. A member whose agency is providing vaccinations shared that clients can register for vaccination through their website. This agency is also doing community outreach to encourage the public to get vaccinated.

VII. Case Study Assignment

The Support Services Network will begin sharing case studies at its next meeting. Harold Balvin of Care Resource and Joyce Nunnally of Broward House will present case studies at the September meeting.

VIII. Announcements

Planning Council Support Staff reminded network members to complete the Assessment of the Administrative Mechanism survey being conducted by the HIV Planning Council.

IX. Adjournment

The meeting was adjourned at 10:03 a.m.

Next Meeting Date: September 14, 2021

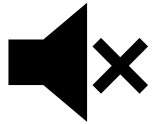
Support Services Network Meeting

September 14th, 2021

9:00 – 10:30 AM



Housekeeping Rules



Mute Microphone

Participants will be automatically muted to limit background noise



Identify Yourself

State your name and agency when speaking



Use the Chat Box

Type in the chat box to identify yourself and agency, ask questions, and request additional clarification



Raise Your Hand

The “raise hand” option will notify the presenter of any questions that may arise



Ask Questions

Please save questions until the end of each slide

Welcome and Introductions



Department of Health

RYAN WHITE ASSISTANCE PROGRAM (RWAP)



Ryan White Part B

Program Manager: Serena R. Cook
954-412-7086

Ryan White Part B

Ryan White Part B: A Federally and State Funded Program that provides support services to People Living with HIV (PLWH) to enhance their life experience while coping with the disease. The program avails those that do not have adequate health care coverage and/or financial resources needed for managing HIV disease or AIDS.

Ryan White Part B Eligibility

Service	Documents
Part B Eligibility	Photo ID & Social Security Card
	Proof of HIV Status
	Utility bill, etc.
	3 months of pay stubs, W-2, 1040, or Letter of Support
ADAP & Medication Copayment	Insurance ID Card & Benefit Summary (if applicable)
	Current Prescriptions
	Pharmacy information
Home Health & Meals/Nutritional Supplement	Referral Form signed by Case Manager & Plan of Care
	Current Prescriptions signed by Doctor

Services Provided

Ryan White Part B assist clients with the following services:

- Emergency Financial Assistance
- Health Insurance Continuation Program
 - Medication Copayment
- Home and Community-Based Health Services
- Home Delivered Meals
- Medical Nutritional Supplements
- Medical Transportation Services
 - (Bus Passes)
- Substance Abuse Services- Detox & Residential

Emergency Financial Assistance

- Limited one-time or short-term payments to assist the Part B clients with an emergent need.
 - Service Components:
 - ✓ Essential Utilities
 - ✓ Housing
 - ✓ Transportation
 - ✓ Medications
 - ✓ Food Vouchers
- ***Emergency financial assistance will occur as a direct payment to the agency, never to the client.

Health Insurance Continuation

- Medication Co-Payment: Programs provides monthly co-payments for FDA-approved medications to insured clients who are not eligible for ADAP.
- Service Components:
 - ✓ Clients choose one of the participating pharmacies
 - ✓ Clients pick up medications monthly (RWPB Approved Formulary)
 - ✓ After applying co-pay cards; pharmacy submits bills to RWPB for client's portion.
 - ✓ RWPB submits invoices for payments within 5-business days

Health Insurance Continuation Cont'd

- Temporary assistance with insurance premiums, doctor visit co-payments, laboratory co-payments, co-insurances, and deductibles.
- Service Components:
 - ✓ Insurance Premiums
 - ✓ Laboratory Payments
 - ✓ Co-Payments
 - ✓ Co-Insurance and Deductibles

Home and Community-Based Health Services

- Assist homebound clients based on a plan of care strategy by client's Case Manager and Physician.
- Service Components:
 - ✓ Home Health Aide/Personal Care/Homemaker: Assist with daily cleaning and bathing as needed.
 - ✓ Wound Care Nurse: Assist clients with Chronic Ulcer care.
 - ✓ Durable medical equipment: catheters, surgical lube, oxygen tanks/refills, and shower chairs.

Home Delivered Meals/Food Bank

- Assist homebound clients based on a plan of care by client's Nutritionist, Case Manager, and Physician.
- Service Components:
 - ✓ Home Delivered Meals: Alternative breakfast, lunch, and dinner.
 - Microwaveable meals are delivered to client, at the physician's request, based on dietary needs.
 - ✓ Nutritional Supplement shakes:
 - Ensure/Generic cases are delivered by Walgreens Pharmacy based on dietary needs; **however**, client does not have to be homebound.

Medical Transportation Services

- Ryan White Part B staff issues Bus Passes to Part A case managers for distribution monthly.
- Client Case Manager must provide proof of medical appointments.
- Service Components:
 - ✓ All Day Bus Pass: Client with 6 or fewer medical appointments per month
 - ✓ 31-Day Bus Pass: Clients who exceeds 7 medical appointments per month
 - ✓ Clients with Medicaid are not eligible to participate in MTS.

Substance Abuse Services

- Provides Detoxification and Residential substance abuse treatment services to clients with substance abuse at BARC: Broward Addiction Recovery Center.
- Client's must be Broward County residents and at least 18 years of age.
- Service Components:
 - ✓ Detoxification (Detox): Medically supervised inpatient detoxification 7-days per episode.
 - ✓ Residential Treatment Services (RTS): Residential substance abuse treatment 30-days per episode.
 - ✓ Additional 30-days of RTS can be requested via the RWPB Program Manager



Ryan White Assistance Program (RWAP)

QUESTIONS

Ryan White Part B Team

Serena R. Cook, Program Manager
Serena.Cook@flhealth.gov

Gina Guerrier, Government Operations Consultant I
Gina.Guerrier@flhealth.gov

Janet Carter, Government Operations Consultant III
Janet.Carter@flhealth.gov

Claudine McLeary, Public Assistant Specialist
Claudine.McLeary@flhealth.gov

Denise Mills, Senior Clerk
Claudine.McLeary@flhealth.gov

Department of Health

AIDS Drugs Assistance Program

ADAP



Program Manager: Solia Matthews

Assistant Program Manager: Winsome Wilson

Program Supervisor: Serena R. Cook

Clerical Supervisor: Taneshia C. Filmore

ADAP

➤ The AIDS Drug Assistance Program (ADAP): A statewide, federally funded program for low-income people living with HIV.

Services provided are as follows:

- Direct Dispense Clients: Uninsured eligible clients, receive medications directly from the CHD Pharmacy.
- Purchase of health insurance that includes coverage for HIV/AIDS medications.
- Premium & copayment assistance for clients that have insurance (Employer/COBRA/Medicare/Marketplace).

ADAP ELIGIBILITY & ENROLLMENT

- Client and/or Case Manager Contacts ADAP to schedule appointment for Eligibility Determination and/or Enrollment.
- Staff reviews required documents for enrollment
- Staff schedules appointment – ensures sufficient medication
- ***Clients can also be referred through the Test and Treat Program



ADAP ELIGIBILITY & ENROLLMENT CONT...

Required Documents:

- Proof of HIV Status
- Proof of Living in Broward County
- Proof of income or Letter of Support if not working (for both client and spouse if married)
- A valid Prescription for ARV (Antiretroviral) medication
- Identification (Recommended but not required)



ADAP 2021

- Florida ADAP Expanded Formulary

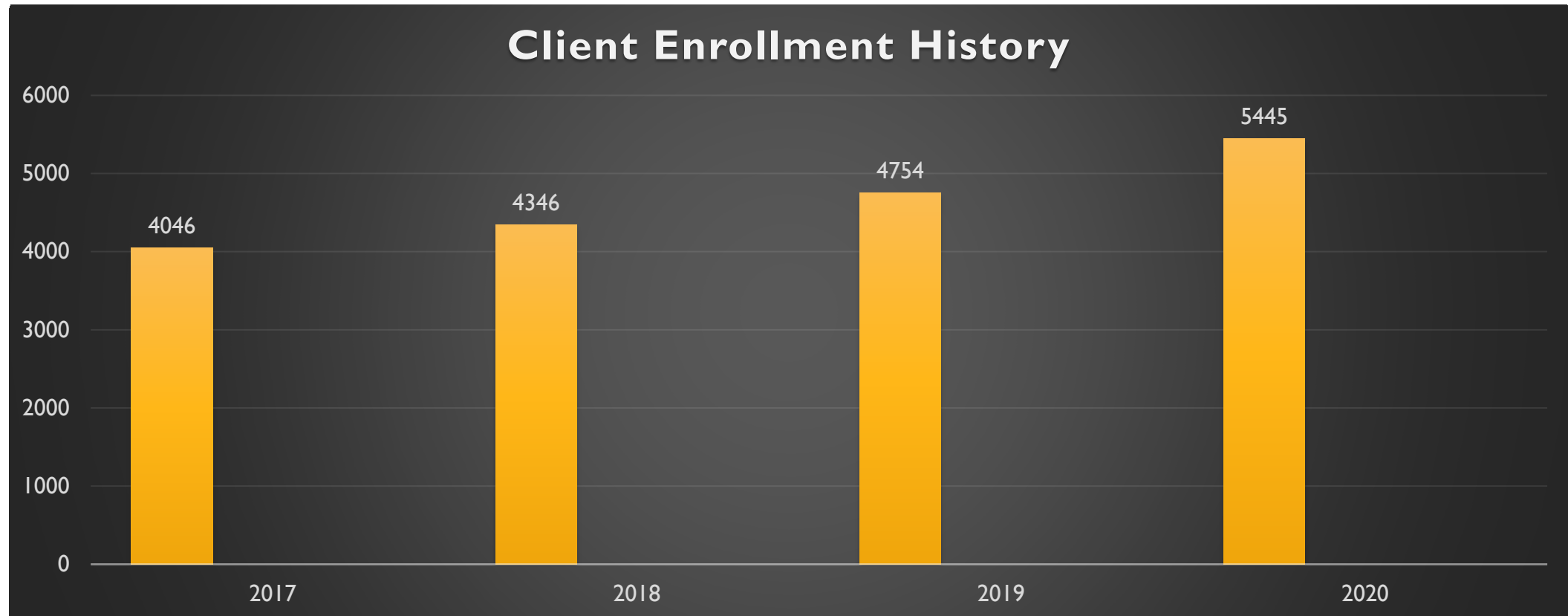
<http://www.floridahealth.gov/diseases-and-conditions/aids/adap/adap-formulary.html>

- CVS Caremark Card for Uninsured ADAP Clients (Copay Assistance)

- Online Recertification (Updated Notice of Program Enrollment Form)

- Advance Premium Payment

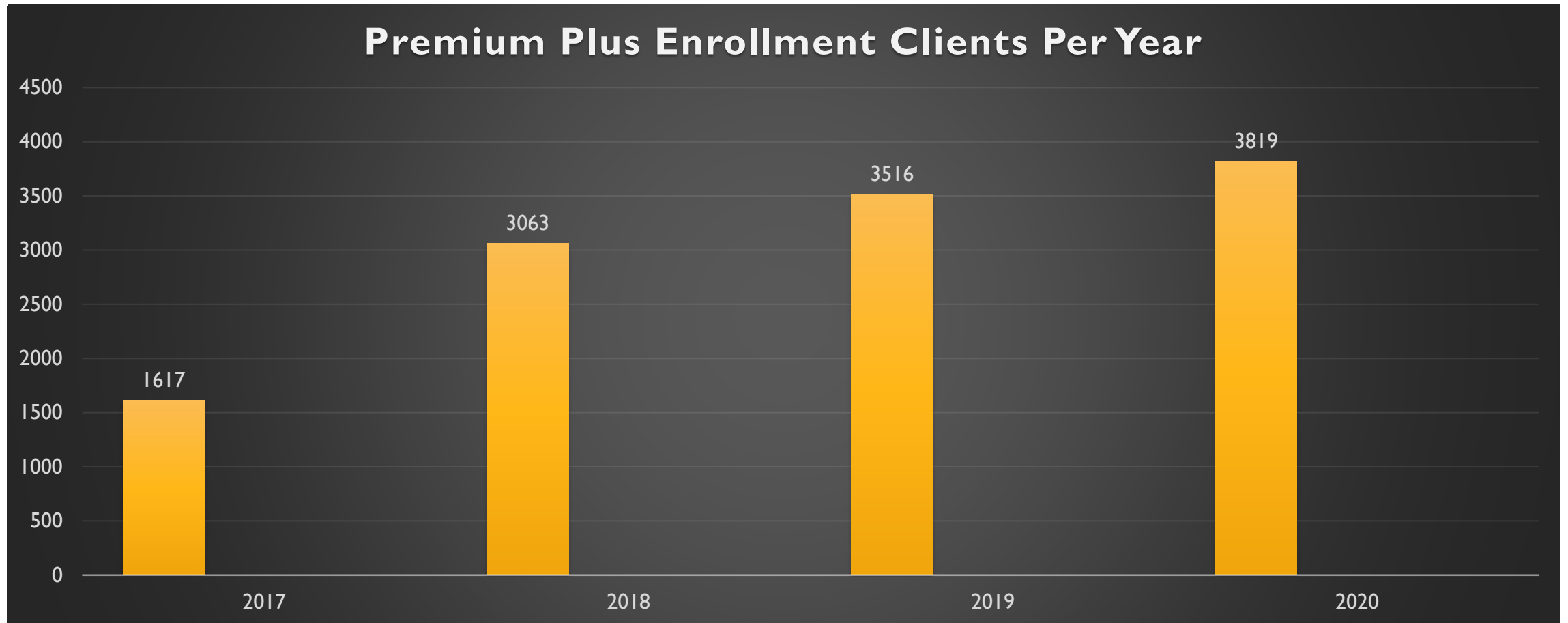
ACTIVE CLIENTS PER YEAR



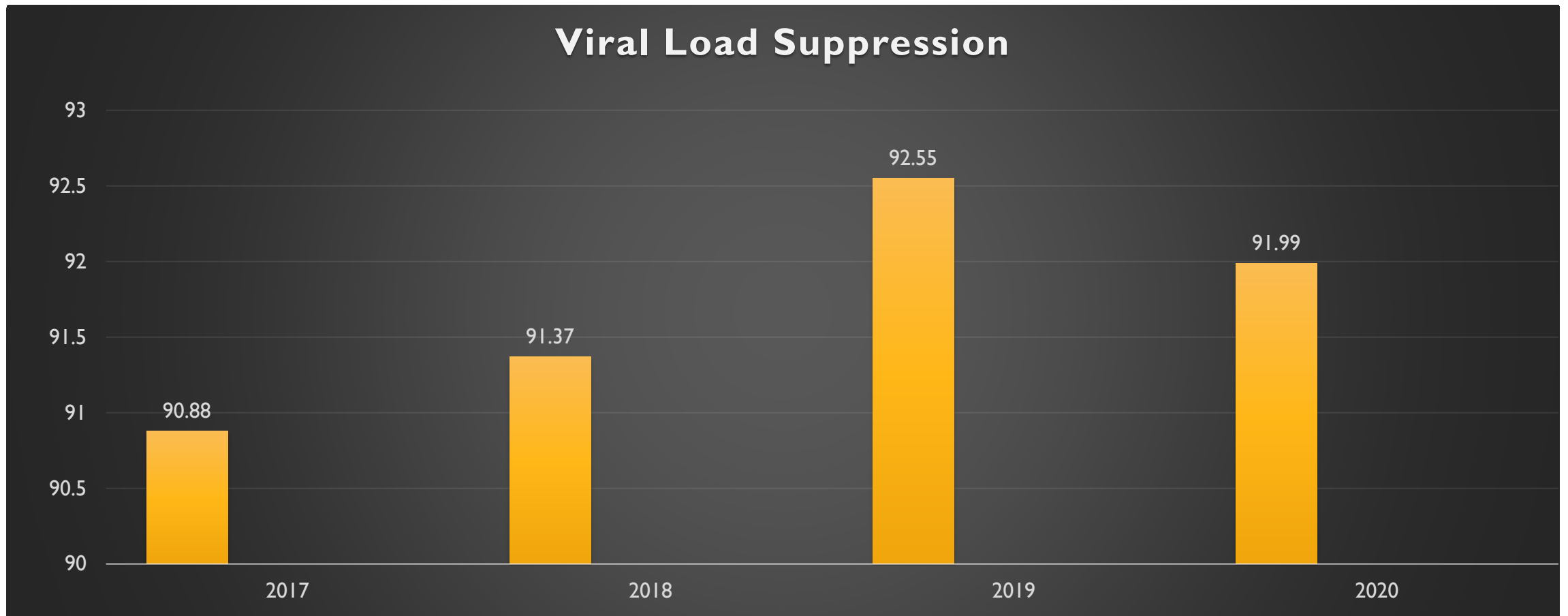
NEW CLIENTS ENROLLED PER YEAR



PREMIUM PLUS ENROLLED CLIENTS PER YEAR



VIRAL LOAD SUPPRESSION



MOST CURRENT REPORT

<i>ADAP REPORT JUNE 2021</i>	
Total Enrolled	5,179
Total Virally Suppressed	4,744
Percentage of Virally Suppressed (91.60%)	92%
ADAP Enrollments and Re-enrollments Processed	1,172
Enrolled in Mail Order Delivery	1,425
Total Enrolled in Direct Dispense	3,125
Total Enrolled in Online Recertification	1,714
No Show Report	*25.05%
Enrollments 1,172 <u>878</u> were scheduled; <u>576</u> Completed eligibility <u>596</u> previous No-Shows completed eligibility June 2021	

BROWARD ADAP CONTACT INFORMATION

➤ **Fort Lauderdale Office (State Road 84)**

2421 SW 6th Ave, Fort Lauderdale, FL 33315

Monday: 8 Am to 8 PM

Tuesday to Friday: 8AM to 5PM

Phone: 954-213-0623

Pharmacy: 954-412-7199

➤ **Paul Hughes Health Center (Pompano Beach)**

205 NW 6th Ave, Pompano Beach, FL 33060

Monday-Tuesday-Thursday & Friday: 8AM to 5 PM

Wednesday: 9:30AM to 6:30PM

Phone: 954-884-3898

Pharmacy: 954-412-7199

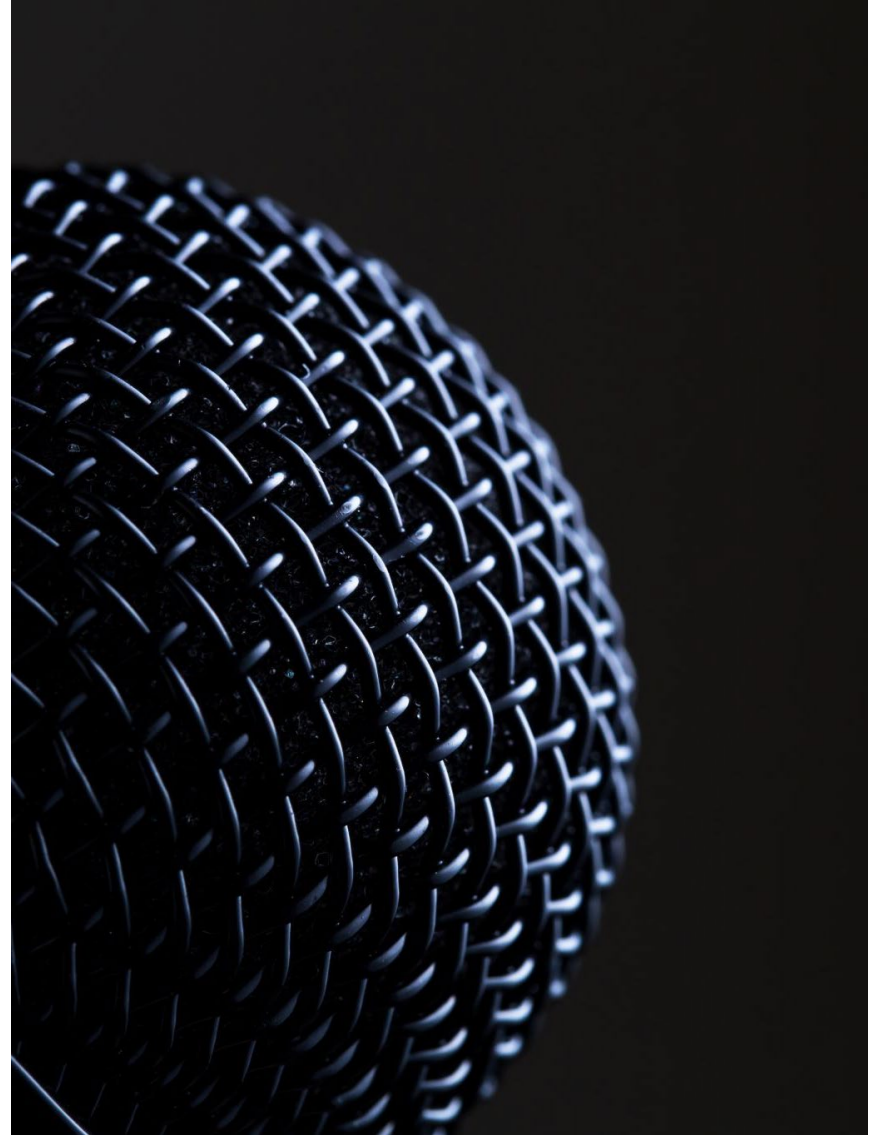
QUESTIONS



Focus Group: BRHPC Needs Assessment

Debbie Cestaro-Seifer, MS, RN, NC-BC
Educator and Consultant
BRHPC

Announcements



Next Meeting Date

December 7th, 2021
