

This newsletter is organized to align the updates with Strategies from the *Laying a Foundation for Getting to Zero: California's Integrated HIV Surveillance, Prevention, and Care Plan* (Integrated Plan). The [Integrated Plan](#) is available on the Office of AIDS' (OA) website at [www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/IP\\_2016\\_Final.pdf](http://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/IP_2016_Final.pdf).

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### Staff Highlight:

The AIDS Drug Assistance Program (ADAP) Client Services Unit (CSU) is celebrating our second annual Customer Service Week, 09/30-10/4. The CSU was established in June of 2017. The unit is responsible for responding to all incoming calls as well as processing various data components of the program, including work items created by ADAP enrollment workers and Self-Verification Forms received by ADAP clients. Staff in the CSU work on a broad set of tasks, all of which helps clients enroll and maintain their ADAP benefits. Here is an example of how CSU staff help clients.

An existing ADAP client was calling to confirm that his Self-Verification Form had been received

and processed. The client thanked us for helping with his prescription co-pays, as it alleviates a lot of financial burden on him and his family. He made a joke that he wished we could also pay for his medical out-of-pocket co-pays as well, because of frequent doctor visits due to an unresolved back injury. Reviewing his account, CSU noticed that the client was on private health insurance through his employer. The CSU asked if the client was aware of the new Employer Health Insurance Premium Payment (EB-HIPP) program, which could potentially cover those co-pays for him. He was absolutely elated to find out that the EB-HIPP Program also covered his portion of his medical and dental premiums. CSU staff provided him the information needed to work with his employer and get enrolled. The client called later, thanking the CSU Team and to say he was finally able to afford a much-needed back surgery that he had been postponing for far too long.

We at the Office of AIDS (OA) are proud of our CSU staff, who work directly with Californians living with HIV to ensure they have access to HIV medications, as well as assistance to pay for medical care for those who are eligible. In addition, they work with ADAP enrollment workers to assist those seeking PrEP, including enrolling people in the PrEP-Assistance Program that can assist with payment of medication and medical visits.



## **Strategy A: Improve Pre-Exposure Prophylaxis (PrEP) Utilization**

### **PrEP Assistance Program (PrEP-AP):**

As of September 13, 2019, there are 183 PrEP-AP enrollment sites covering 105 clinics that currently make up the PrEP-AP Provider network. As of September 18, 2019 there are 2,582 clients enrolled in the PrEP-AP.

A [comprehensive list of the PrEP-AP Provider Network](https://cdphdata.maps.arcgis.com/apps/webappviewer/index.html?id=6878d3a1c9724418aebfea96878cd5b2) can be found at <https://cdphdata.maps.arcgis.com/apps/webappviewer/index.html?id=6878d3a1c9724418aebfea96878cd5b2>.

## **Strategy D: Improve Linkage to Care**

The ADAP Branch released a new client portal within the ADAP Enrollment System. ADAP's new client portal went live on September 3, 2019. The initial release has allowed clients to:

- View their client ID; enrollment site and enrollment worker contact information; eligibility status and eligibility end date; and the next action needed to maintain eligibility (whether they are to recertify or re-enroll and when).
- Recertify if there are no changes to residency and health insurance/other third-party payer coverage, and annual household income remains within program limits.
- View information pertaining to their Insurance Assistance Program (if applicable) such as their program type (OA-HIPP, EB-HIPP, or MDPP), insurance carrier, eligibility status and eligibility end date.
- Receive automatic notifications (e.g., when re-enrollment/recertification date is nearing and if eligibility has ended).

As of September 16, 2019, 100 clients have registered for a profile, and six clients have extended their eligibility by recertifying with the client portal.

## **Strategy E: Improve Retention in Care**

### **Project Open Hand Recognized for Quality Improvement:**

The Center for Quality Improvement and Innovation recently recognized Project Open Hand with a Leadership in Quality Award. Project Open Hand, an HIV Care Program (Ryan White Part B) provider based in San Francisco has implemented a robust quality improvement process to improve nutritional health of persons with HIV through prepared meals, groceries, nutritional assessments, and other food and nutrition services. They also developed a process to routinely screen and identify clients receiving services at Project Open Hand who are not virally suppressed, not on antiretroviral therapy, and not retained in care. For clients who fall under any of those categories, a tailored nutritional plan to optimize patients' nutritional status, immune status, and overall well-being is prepared and documented in ARIES. The team is also implementing a process to track service utilization for these clients and a process to successfully link identified clients to case management and medical service providers that are within walking distance of Project Open Hand. This project is informing performance measure development for Food Bank/Home-Delivered Meals service category. The QI project was supported by San Francisco Department of Public Health, HIV Health Services, and implemented in collaboration with San Francisco Community Health Center and Tom Waddell Urban Health Center.



ADAP released Management Memorandum 2019-17: ADAP Recertification Process Update: informing enrollment workers that the OA has updated the ADAP recertification process allowing clients to recertify over the phone. This option is available to ADAP clients who continue to meet ADAP eligibility requirements. If clients have not had any changes to residency and health insurance/other third-party payer coverage, and annual household income remains within program limits, they can recertify over the phone by contacting the ADAP Call Center, their ADAP Advisor, or ADAP Enrollment Worker.

### **Strategy H: Improve Integration of HIV Services with Sexually Transmitted Disease (STD), Tuberculosis, Dental, and Other Services**

The OA and the STD Control Branch has begun updating the *Laying the Foundation for Getting to Zero Integrated HIV Surveillance, Prevention and Care Plan* to respond to the new Federal *Ending the HIV Epidemic in America* plan, as well as broadening California's scope to focus on *Ending the Epidemics: STD, HCV and HIV*. Input from stakeholders and people living with HIV will be solicited in the next two months, and an initial draft will be ready for the Centers for Disease Control and Prevention (CDC) review by 12/31/19.

Phase I of the Federal *Ending the HIV Epidemic in America* plan is rolling out. There are 8 counties in California included in Phase I, which selected the top 50 counties and 7 states that contain the largest portion of people living with HIV in the United States. The counties include: Alameda, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, and San Francisco.

Through CDC funding, each county will update their county's Epidemiologic Profile, write a strategic analysis, and create a Getting to Zero plan by September 29, 2020 that will be implemented from September 30, 2020 through September 29, 2024.

Additional Health Resources and Services Administration (HRSA) HIV/AIDS Program funding is also available to the 8 counties to implement strategies, interventions, approaches, and core medical and support services to reduce new HIV infections in the United States. The overarching goal for this funding is to reduce new HIV infections in the United States to less than 3,000 per year by 2030.

Through HRSA Health Center Program, HRSA-funded health centers will receive additional funding to increase HIV testing in high impacted areas by conducting expanded outreach within their communities and increasing routine and risk-based testing of health center patients. Those who are identified as living with HIV will be linked to care and prescribed antiretroviral therapy. Those who are identified as HIV-negative but at high risk of HIV exposure will be linked to PrEP.

These monies are in addition to the ongoing CDC Prevention Funds, and HRSA's Ryan White Parts A, B, C, D, and F.

### **Strategy J: Increase Rates of Insurance/Benefits Coverage for PLWH or on PrEP ADAP's Insurance Assistance Programs**

As of September 18, 2019, the number of ADAP clients enrolled in each respective ADAP Insurance Program are shown in the chart at the top of Page 4.

### **Strategy K: Increase and Improve HIV Prevention and Support Services for People Who Use Drugs**

OA's Harm Reduction Unit manages the California Syringe Exchange Certification Program, which allows qualified organizations to apply directly to CDPH/OA for authorization to provide syringe services.

There are three applications in process with CDPH/OA. 1) CDPH will be making a final

ADAP Insurance Assistance Program	Number of Clients Enrolled	Percentage Change from August
Employer Based Health Insurance Premium Payment (EB-HIPP) Program	592	+2.2%
Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program	4,595	-0.43%
Medicare Part D Premium Payment (MDPP) Program	1,743	-0.28%
<b>Total</b>	<b>6,930</b>	<b>-0.17%</b>

decision on an application by Northern Valley Harm Reduction Coalition in Butte County. 2) Public comment has closed on the syringe services program application for Gender Health Center in Sacramento County. The final decision on the application from CDPH will be made by November 8, 2019. 3) CDPH is also taking public comment on an application for a proposed syringe service program in Inyo County by the

Northern Inyo Health District. Public comment closes October 11, 2019. Information on [pending applications including information on public comment](#) can be found on OA's website at [https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA\\_prev\\_secpapp.aspx](https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_prev_secpapp.aspx).

For [questions regarding this report](#), please contact: [angelique.skinner@cdph.ca.gov](mailto:angelique.skinner@cdph.ca.gov).