



PrEP-AP Telehealth Referral: A Quick Reference Guide

This quick reference guide will assist PrEP-AP Enrollment Workers with the referral process for clients seeking telehealth services, and next steps for PrEP-AP Clinical Providers taking part in the pilot project to provide statewide telehealth services to PrEP-AP clients.

Terms

PrEP: Pre-Exposure Prophylaxis for HIV

nPEP: Non-Occupational Post Exposure Prophylaxis for HIV

EW: PrEP-AP Enrollment Worker

PrEP-AP Telehealth Providers: PrEP-AP Clinical Providers designated as statewide telehealth providers for PrEP-AP clients

New Clients Seeking nPEP

Individuals seeking nPEP who are not currently enrolled in PrEP-AP should be referred to the ADAP call center for expedited enrollment:

(844)-421-7050

Monday - Friday, 8AM-5PM (excluding holidays)

Enrollment Workers

PrEP-AP clients who are uninsured, minors (12-17), or clients with confidentiality concerns can access telehealth services from one of our PrEP-AP Telehealth Providers.* For clients who are interested in telehealth:

1. Complete the client's PrEP-AP enrollment. If applicable, complete appropriate fields of the Gilead Patient Assistance Program application and print it.
2. Fill-out the enrollment worker section of the PrEP-AP Provider Referral Form and indicate one of the following providers as the provider the client is being referred to:

Northern California:

Primary Care At Home, Inc.

Phone: (510) 822-2588

Fax: (510) 822-2589

Email: hello@pcahi.org

Southern California:

East Valley Community Health Center

Phones: (855) 535-5545, (909) 620-8088,

(626) 919-5724 (Ext. 3200 for all)

Fax: (909) 525-9278

Email: PrEP@evchc.org

3. Securely email or fax the PrEP-AP Provider Referral Form and if applicable, the Gilead Patient Assistance Program application to the provider.
4. Call the PrEP-AP Telehealth Provider to inform them of the referral and facilitate scheduling an appointment for the client, or the client can call the provider directly if preferred.
5. If applicable, enroll the client in the Gilead Patient Assistance Program upon receipt of the completed application.

* Insured clients must check with their insurance provider to determine what telehealth options are available through their insurance plan.

PrEP-AP Telehealth Providers

1. The EW or a member of the PrEP-AP team will contact you to refer new clients and schedule an appointment. Existing clients may contact you directly to schedule routine follow-up appointments – please verify the client has current PrEP-AP eligibility by calling the ADAP Call Center at (844)-421-7050.
2. Your team will schedule a timely appointment for the client's clinical assessment:

For Clients Seeking PrEP:

Within 1 Week

For Clients Seeking nPrEP:

Same Day, or within 24 Hours

3. For new PrEP-AP clients seeking PrEP, the EW will send the PrEP-AP Provider Referral form (and if applicable, the Gilead Patient Assistance Program application) by fax or secure email. Please complete the appropriate section of the PrEP-AP Provider Referral form (and if applicable, the Gilead Patient Assistance Program application) and return it to the client's EW by fax or secure email.
4. Order the appropriate PrEP or nPEP related labs at a lab site local to the client.
5. Send prescriptions to an [ADAP pharmacy in the Magellan Rx network](https://cdphprep-ap.magellanrx.com/member) that is local to the client. The locator can be found at at: <https://cdphprep-ap.magellanrx.com/member>.

If possible, call ahead to the pharmacy for nPEP clients to check that the pharmacy has the prescribed medications in stock. If they do not, assess if an alternative PEP regimen is in stock and would be appropriate for the client. If the client is experiencing issues filling their prescriptions, please have them reach out to the ADAP Call Center for assistance as soon as possible at (844) 421-7050.