

# CAREAssist Advisory Group Meeting Notes

September 21, 2022, 9:05 - 9:55 a.m.

## Announcements

- OHSU has a new pharmacist who focuses on hepatitis C and HIV treatment, as well as PrEP. She will also help with transitions during discharge and be collaborating with community organizations.

## Open Enrollment

- Short CERs are happening now for all clients enrolled through February 2023.
- The federal poverty level (FPL) expansion to 550% resulted in 76 additional CAREAssist clients who would not have otherwise been eligible.
- As of September 8, 2022, 30 CAREAssist clients are in UPP, 192 are OHP members with income over 138% of the FPL, 232 are enrolled in a Qualified Health Plan (QHP), and 440 are enrolled in an off-exchange plan.
- CAREAssist staff will encourage clients to enroll in an off-exchange plan, which helps reduce barriers to medical care, retention of insurance, and decreases obstacles related to yearly insurance enrollment.
- CAREAssist staff will be available to help clients during open enrollment. Zachary will lead this effort.
- Clients who receive the OHP End of Coverage notice will enroll in an off-exchange plan.

Discussion:

- Q: Will open enrollment be extended this year?
  - A: We are unaware at this time. If we learn that it will be extended, we will share this information with the group.

## HRSA Site Visit

A virtual visit took place 8/2/22 – 8/4/22. There were no findings for CAREAssist. Staff are waiting on the final report. CAREAssist requested from HRSA:

- A recommendation for an additional, 7th, permanent case worker. Current case loads are 650-700 per case worker.
- Guidance on vision benefits (In 2023 CAREAssist will be looking at the possibility of offering vision benefits).

Comments:

- Vision is very important and expensive to clients. A big thanks for vision benefits.



## Dental Drive

In 2015, dental services were the greatest unmet need among CAREAssist clients. This year is our second annual dental drive for clients who are not already enrolled in CAREAssist's MODA Dental program and who do not have OHP (which includes dental benefits). In the first week of July, CAREAssist mailed 1,099 flyers with an enclosed MODA dental application and return envelope. As a result, 125 clients have signed up for a MODA dental plan (142 prior year), increasing the number from 1,699 to 1,824.

## Formulary Review

A formulary review was conducted in August. AETC coordinates the formulary review in odd years. Ramsell coordinates the formulary review in even years.

The biggest changes are related to:

- D. Tadalafil (Adcirca™, Alyq™): Coverage is restricted to treatment of Benign Prostatic Hyperplasia (BPH) and Pulmonary Arterial Hypertension (PAH). A purchase authorization by prescriber to CAREAssist is required if covered by insurance.
- E. Sildenafil (Revatio™): Coverage is restricted to treatment of Pulmonary Arterial Hypertension (PAH).
- A purchase authorization by the prescriber to CAREAssist is required if covered by insurance.

CAREAssist adopted the group's recommendation to combine the Bridge/UPP and Restricted formularies. As of January 1, 2023, the three formularies will be 1) Preferred, 2) Non-preferred, and 3) Bridge and Restricted.

Discussion:

- Q: What is non-preferred?
  - A: If a client has a prescription filled at a non-CAREAssist pharmacy (e.g., Walgreens), this will be the applicable formulary.

## Client Handbook

Kris has been preparing to update the CAREAssist client handbook. The current handbook was created eight years ago. CAREAssist plans to create new, smaller, handbooks tailored to insurance type and benefit group. The rationale is that clients may be more likely to read the information if shared in a more succinct manner. Staff are soliciting input on key information that should be included and hope to share the updated handbooks by the end of 2023.



#### Discussion:

- Simple language with pictures or infographics will be helpful.
- I wonder if clients are really clear about which program they are on? We will need to be clear about which handbook applies to them - and to possible clients who are reviewing the handbook online.
  - The CAREAssist client card states what benefit group the client is on.
- Q: Where is the handbook available?
  - A: The current handbook is on the CAREAssist website and is provided to new clients when they first enroll. In the future, we hope to also share the relevant handbook with clients when they change benefit groups.

## Staffing changes

- Myriam Polanco-Allen will be the CAREAssist Client Services Manager effective 10/1/22. In this new role, Myriam will be leading the CAREAssist Case Workers, assisting in administration of the CAREAssist Program, managing the ORCares project, and coordinating CAREAssist Program reporting.
- Wesley Jarasunas, CAREAssist Case Worker, is likely leaving the program on 10/28/22. This Case Worker position has been recently posted for internal state staff to apply.
- CAREAssist has been approved to hire a limited duration Case Worker to assist with expanding Case Worker caseloads and a limited duration Administrative Specialist to assist with Third Party Claims administration. The recruitment process has been initiated for both limited duration positions.

## Other topics

- In December, CAREAssist staff will share an ADAP (ADR) data report. In future meetings, CAREAssist will also share the NASTAD report and discuss Ramsell Medication Therapy Management (MTM). Members are always welcome to suggest meeting topics.
- Partnership Project staff have received feedback that some clients have had trouble working with CVS (e.g., late delivery of mail-order medications, general customer service concerns).
- The Oregon Board of Pharmacy put rules in place to allow auto-refills. However, it's possible that some insurers might not allow for auto-refills.

