Benefits Navigation for PrEP and PEP

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New York City Department of Health and Mental Hygiene
Bureau of HIV/AIDS Prevention and Control

Overview

- NYC Benefits Navigation for PrEP & PEP Training
  - The Benefits Navigation Model
  - Adult Learning Activities

- Measuring Success

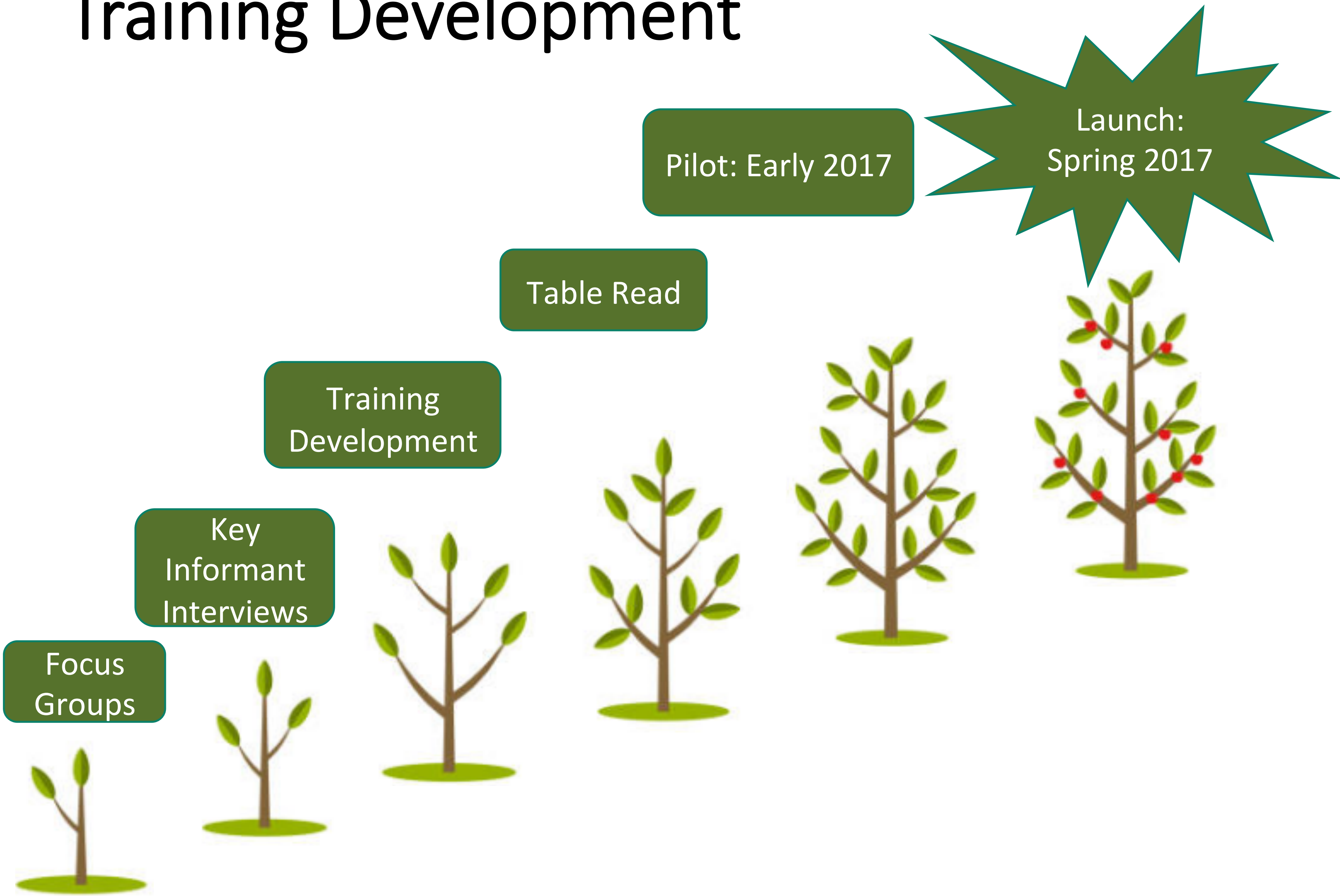
- Ongoing Implementation

Takeaways

- Developed the Benefits Navigation for PrEP and PEP Training
  - Activities that are tailored for adult learners
  - Resources and tools that can be customized for each navigator
- Created a Benefits Navigation Model to streamline the benefits navigation process
  - Adaptable to other jurisdictions
- NYC offers technical support and shares resources as CBA providers

The NYC Benefits Navigation for PrEP & PEP Training

Training Development



Training Overview

- 2- day training
- Audience: Front-line navigators

Module 1: Introduction to Benefits Navigation

- Benefits Navigation Training Objectives
- Implementation through the NYC Model
- Overview of Types of Patient Assistance Programs

Module 2: Benefits Navigation Model

- Identify, Assess, Collect, Apply, Reassess/Recertify

Module 3: Strategies for Success

- Streamlining Benefits Navigation

Learning Objectives

By the end of the training, participants should be able to:

1. Explain the purpose of benefits navigation
2. Describe the Benefits Navigation Model
3. Apply the Benefits Navigation Model to the agency's navigation process
4. Identify the required forms and documents for patient assistance programs
5. Complete applications for common PrEP and PEP patient assistance programs
6. Identify strategies for streamlining the benefits navigation process to ensure rapid access to PrEP and PEP services

The Benefits Navigation Model

Benefits Navigation Model

Identify

Step 1: Identify current insurance status

Step 2: Identify insurance coverage

Assess

Step 1: Determine client's FPL

Step 2: Assess which insurance the client qualifies for, as applicable

Step 3: Assess the patient assistance program that meets the client's needs, as applicable

Collect

Step 1: Collect and review documents required for assistance program applications

Apply

Step 1: Assist client with filling out application

Step 2: Review application for accuracy and completeness

Step 3: Obtain required signatures

Step 4: Submit application

Step 5: Conduct application follow-up

Reassess/ Recertify

Step 1: Reassess client eligibility and enrollment status for insurance and assistance program, as required

Step 2: Assist client to renew enrollment application, as required

Benefits Navigation Model

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Identify Steps 1-2

In this domain, participants learn about:

- How to determine the client's insurance status
- Methods to identify the client's insurance coverage for PrEP/PEP

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Identify → **Assess** → **Collect** → **Apply** → **Reassess/ Recertify**

Identify
- **Step 1:** Identify current insurance status
- **Step 2:** Identify insurance coverage

Assess
- **Step 1:** Determine client's FPL
- **Step 2:** Assess which insurance the client qualifies for, as applicable
- **Step 3:** Assess the patient assistance program that meets the client's needs, as applicable

Collect
- **Step 1:** Collect and review documents required for assistance program applications

Apply
- **Step 1:** Assist client with filling out application
- **Step 2:** Review application for accuracy and completeness
- **Step 3:** Obtain required signatures
- **Step 4:** Submit application
- **Step 5:** Conduct application follow-up

Reassess/ Recertify
- **Step 1:** Reassess client eligibility and enrollment status for insurance and assistance program, as required
- **Step 2:** Assist client to renew enrollment application, as required

Assess: Step 1

In this step, participants learn how to determine a client's FPL

Household	Relationship	Age	HH size	Monthly Income	Income Source	Annualized Income	FPL
Jose (client)	Brother	69		$1,699	Wages		
Laurant	Brother	67		$1,067	Wages		

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Reassess/ Recertify

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Assess: Step 2

Assess which type of insurance the client qualifies for, as applicable

In this step, participants learn about:

- Key health insurance terms
- Different types of public and commercial insurance
- PrEP and PEP coverage for different public insurance
- Information to consider when assessing insurance options for the client

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Assess: Step 3

Assess the patient assistance program that meets client's needs

In this step, participants learn about:

- Different eligibility criteria for PrEP and PEP patient assistance programs

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Collect: Step 1

Collect and review documents

In this step, participants are provided with a:

- Customizable checklist template to use with clients
- List of required documents and data elements for each patient assistance program application

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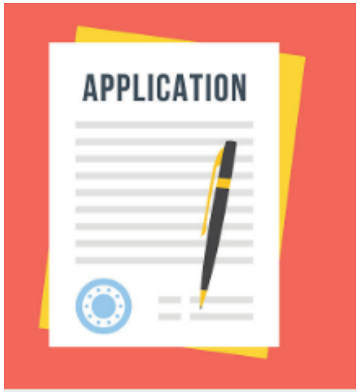
Apply Steps 1-5

In this domain, participants learn to:

- Apply to assistance programs using paper applications
- Explain their process of applying to the patient assistance programs for their case characters
- Identify issues and potential reasons for delay of approval
- Address issues identified by assistance programs



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Reassess/Recertify Steps 1-2

Reassess client eligibility and enrollment status for insurance and assistance program, as required

In this domain, participants learn about:

- The recertification process for each patient assistance program
- How to identify common circumstances that may require reassessment of a client's eligibility for a patient assistance program

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Activities

Case Scenarios

- In small groups, participants work through the Benefits Navigation model using unique case scenarios

Activity 1: Introduction to Cases

Activity 2: Determining Household Size

Activity 3: Determining Household Income

Activity 4: Determining Federal Poverty Level

Activity 5: Selecting Assistance Programs to Best Fit the Clients' Eligibility

Activity 6: Collect Documents and Apply to Assistance Programs for Each Case

Activity 7: Planning Follow Up with Cases

Case Scenario Example

Meet Eddie

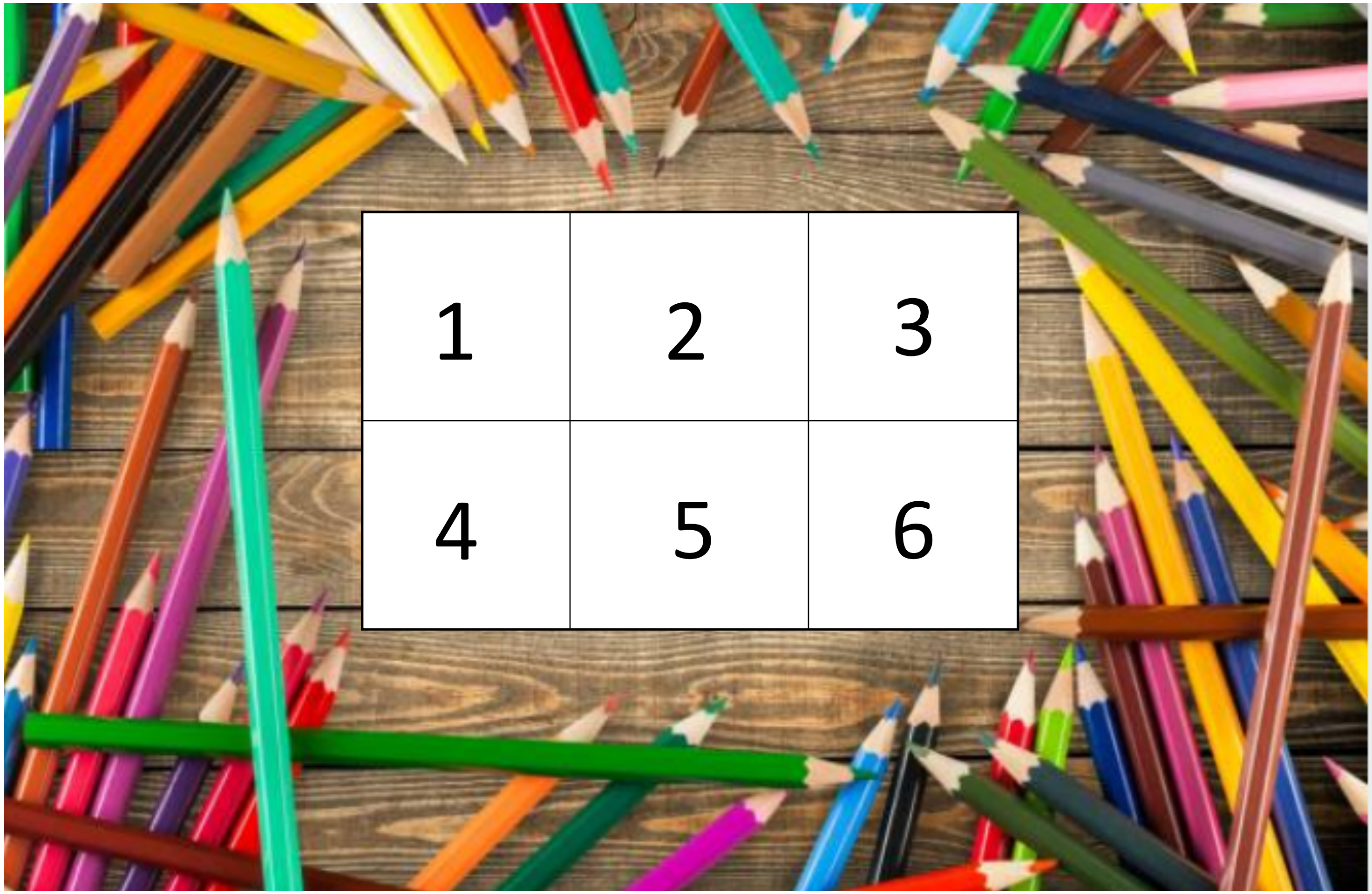
- 36-year old undocumented, uninsured man (pronouns: he/him/his) who has decided to seek services at the local Sexual Health Clinic
- Frequently has condomless anal sex with his main partner of eight months, Roland
- Eddie occasionally has outside partners and is unaware of their HIV status

Case Scenario: Eddie

Activity 1: Introduction to Cases

Eddie: Uninsured, undocumented, indicated for PrEP

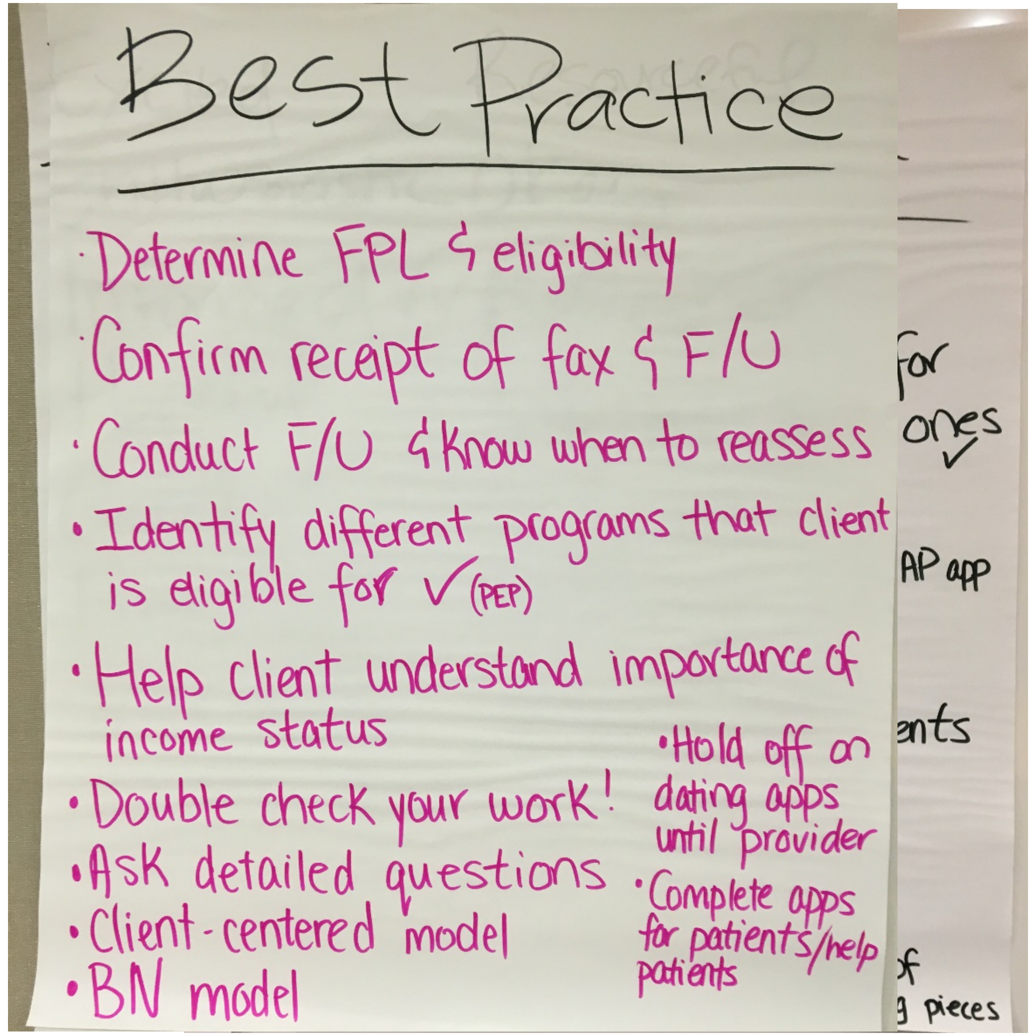
Window Pane Activity



1	2	3
4	5	6

Taboo

Snowball Activity



Measuring Success

Trainings thus far…

- Conducted 7 trainings since April 2017
- 109 participants from over 30 different agencies have attended
  - PlaySure Network sites
  - NYC Sexual Health Clinic
- Most participants are PrEP navigators or prevention navigators
  - Other participants are:
    - Benefits specialists
    - Social workers
    - Outreach coordinator
    - Supervisors of navigators

Participant Feedback

- Before the training, participants said Benefits Navigation felt:

“Lonely”

“Complicated”

“Hectic”

“Frustrating”

Participant Feedback

- On day 2 of the training, participants already felt:

"Confident"

"Empowered"

"Better Prepared"

"Enthusiastic"

"Excited "

Participant Feedback

"It clarified a lot of info. I also found it very interactive which helps since I learn by doing"

"Learned everything I need to know to better assist my client!"

"I liked the step-by-step explanation of the model"

"I found the Benefits Navigation Model to be helpful in organizing the detailed and complicated process"

"I liked how the case study gave us first hand practical experience"

Ongoing Implementation

Ongoing Implementation

- Continue to update the Benefits Navigation for PrEP/PEP Training
- Explore long- term follow up evaluations
    - To assess implementation of the model
- Provide booster webinars or refresher trainings
- Respond to CBA requests

Looking to Develop Your Own Training?

Paying for PrEP Addressing Financial Barriers through Benefits Navigation

Stephanie Hubbard, MA, MPH

CBA Webinar Link:

https://umkccollaborative.adobeconnect.com/psh5scw4df6j/

For CBA related questions please contact:

NYCCBA@health.nyc.gov OR NYC CBA Director, Melanie Graham, (Mgraham6@health.nyc.gov)

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  - Training and Technical Assistance Program
  - Prevention Technical Assistance Project Officers
- NYC agencies, community partners and navigators

Project PrIDE

PrEP • Implementation • Data2Care • Evaluation

Thank you!

Questions?

For more information, email: mma1@health.nyc.gov