

# Navigation Services for HIV Medical Care and PrEP

Washington University &  
Center for Learning and Innovation,  
San Francisco Department of Public Health



# Today's Agenda

- HIV Linkage and Navigation Services
- PrEP Navigation Services
- Navigation Skills
- Wrap up & Questions

# HIV Linkage and Navigation

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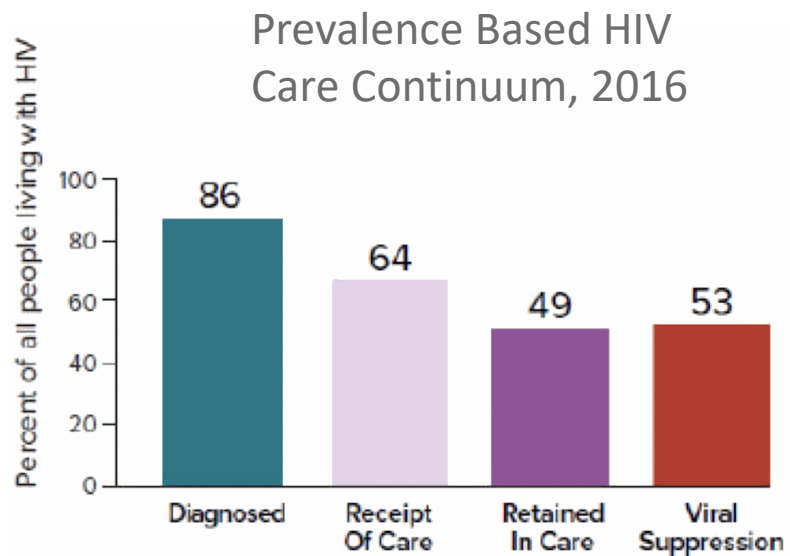


# Objectives

- Define HIV linkage and navigation
- Identify core elements of HIV linkage programs
- Describe navigator responsibilities & activities

# Purpose of Linkage and Navigation Services

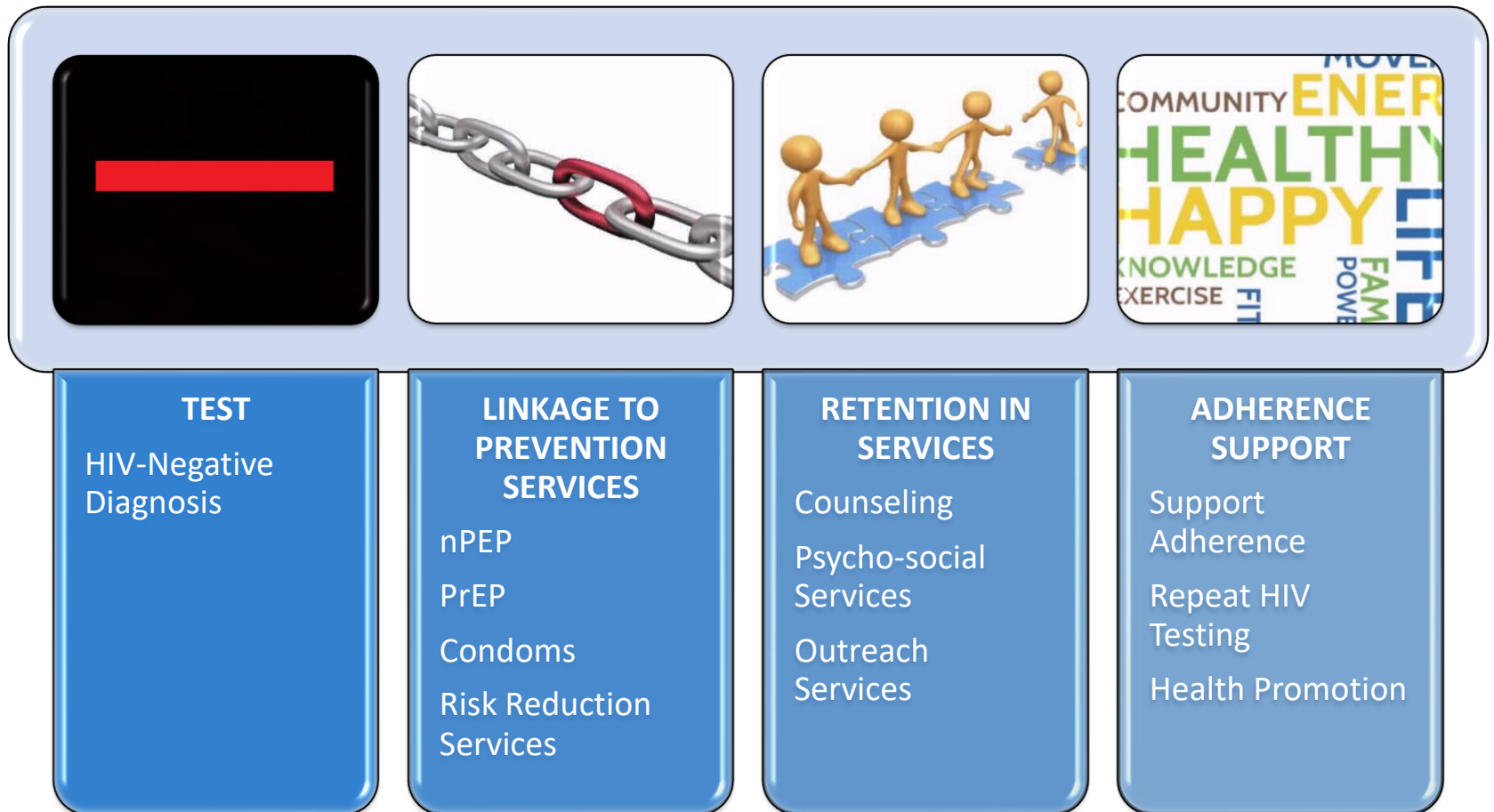
- Increase access to HIV treatment and prevention
- Improve health outcomes for HIV positive people
- Reduce HIV infections among HIV negative people
- Reduce health disparities



<https://www.hiv.gov/federal-response/policies-issues/hiv-aids-care-continuum>

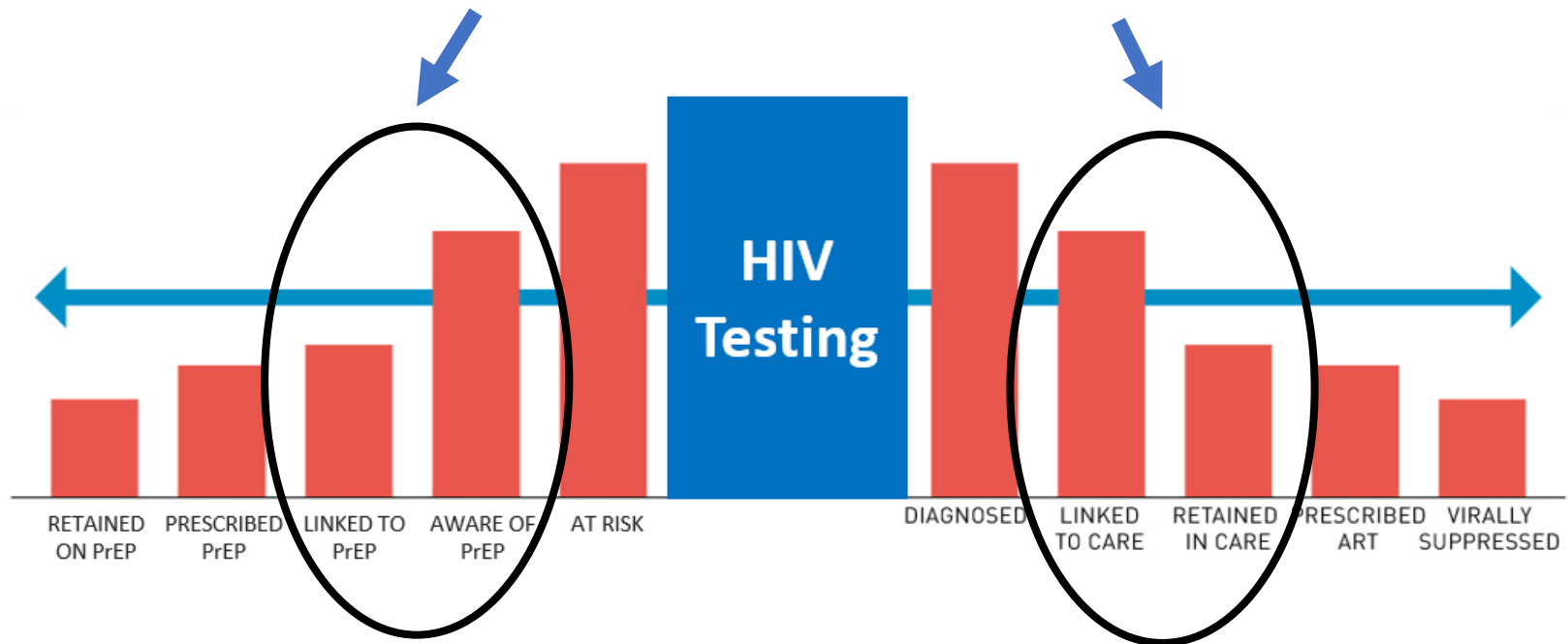
<https://www.cdc.gov/hiv/pdf/library/factsheets/cdc-hiv-care-continuum.pdf>

# HIV Prevention Continuum



# Status Neutral Continuum

Linkage and Navigation Services





# What is a navigator?

## **HIV Navigator**

Provides guidance and support to individuals to access and fully engage in HIV prevention or care services between community and clinical settings.

## **HIV Linkage and Navigation Services**

Guide individuals to fully access HIV health and prevention services.

# Goals of HIV Navigation Services

- **People living with HIV** who are not retained in care: to be fully engaged in HIV care and treatment.
- **People at high risk of HIV transmission:** to be fully engaged in HIV and STD prevention services.

# Why is navigation needed?

- The healthcare system is complex
- Structural/systemic and individual barriers to care

Structural Barriers to Care	Individual Barriers to Care
Health insurance	Health beliefs
Transportation	Competing demands
Inconvenient clinic hours/location	Substance abuse
Language & cultural barriers	Mental health
Housing	Medical distrust
Racism, homophobia, transphobia	Stigma
Incarceration & criminal justice involvement	Financial barriers

# Who can provide navigation ?

- Peer, volunteer, or staff of service organization
  - Health departments, community-based organizations (CBO's) or medical clinics
- Lay person or medical professional

Do navigation services work?

# CDC Antiretroviral Treatment and Access to Services (ARTAS) trial

- 316 recently diagnosed individuals randomized to up to 5 sessions with a linkage facilitator in 90 days (mean sessions = 2.6)
- Strengths-based case management intervention - identify abilities, foster self-efficacy, set goals
- 78% intervention clients had a primary care visit by 6 months vs. 60% in control arm ( $P=0.0005$ )
- 64% intervention clients had another visit by 12 months vs. 49% in the control group ( $P=0.006$ )

**Guidelines for Improving Entry Into and Retention in Care and Antiretroviral Adherence for Persons With HIV: Evidence-Based Recommendations From an International Association of Physicians in AIDS Care Panel**

- Systematic monitoring of entry into HIV care
- Systematic monitoring of retention in HIV care
- Brief, strengths-based case management for individuals with a new HIV diagnosis
- Intensive outreach for individuals not engaged within 6 months of a new HIV diagnosis
- Use of peer or paraprofessional patient navigators

# HIV Navigation Services Program Stages

## 1. Pre-Implementation

- 1) Obtain funding
- 2) Develop infrastructure
- 3) Develop program plan (adopting & adapting)
- 4) Develop program tools
- 5) Hire personnel
- 6) Increase personal capacity (trainings and technical capacity)
- 7) Develop working relationships with other organizations
- 8) Promotion of services

## 2. Implementation

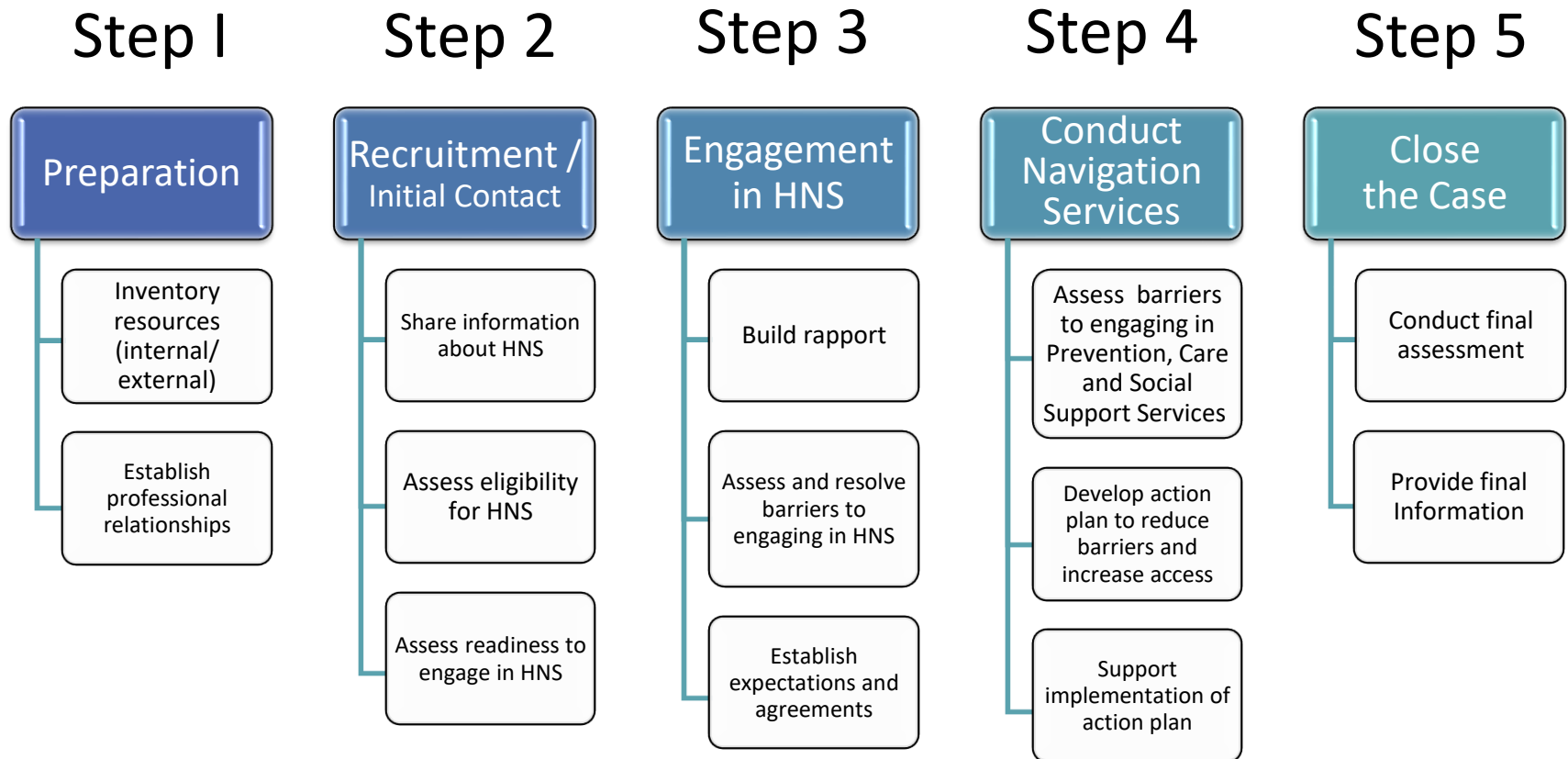
- 1) Recruitment
- 2) Initial assessment/triage
- 3) Initial engagement to navigation services
- 4) Deliver navigation services
  - a. Assess
  - b. Prioritize
  - c. Action plan (AP)
  - d. Implementing AP
  - e. Repeat
- 5) Case closure

## 3. Maintenance

- 1) Conduct evaluation activities
- 2) Evaluation use/feedback
- 3) Review program:
  - a. Structure
  - b. Program capacity
  - c. Program tools
- 4) Revise program as needed
- 5) Continuing professional development



# HIV Navigation Services Model



# HIV Navigator Responsibilities

- Respecting client confidentiality
- Maintaining professional boundaries
- Understanding field safety

# HIV Navigation Activities with Clients

- Strengths-based case management
- Appointment reminders and accompaniment
- Navigating insurance and benefits
- Health education and medication adherence support
- Referrals and warm hand-offs to other services as needed

# HIV Navigation Activities with Colleagues & Community

- Participate in multi-disciplinary care coordination teams, including case conferencing
- Conduct outreach activities
- Develop and maintain rapport with other programs
- Provide referrals and linkage to additional resources

# Navigation Case

- 48 year-old undocumented man, came to the U.S. on a student visa that had expired
  - Living in an SRO (Single Room Occupancy) unit
  - Active methamphetamine use
- Medical History
  - Diagnosed with HIV in 2008, no medical care for over a year
  - No insurance, not on HIV medications for over a year
- Re-connected to care when hospitalized with pneumonia
  - Labs: CD4 20 and HIV viral load of >76,000
  - Linked to navigation services

# Case: Navigation Activities

- Visited patient at home to make contact (he did not have a phone) and build rapport
- Appointment reminders, escorting to visits
- Insurance – patient had fallen out of care because he lost health insurance, navigator helped him re-access insurance and address legal status
- Emotional support around re-starting ART

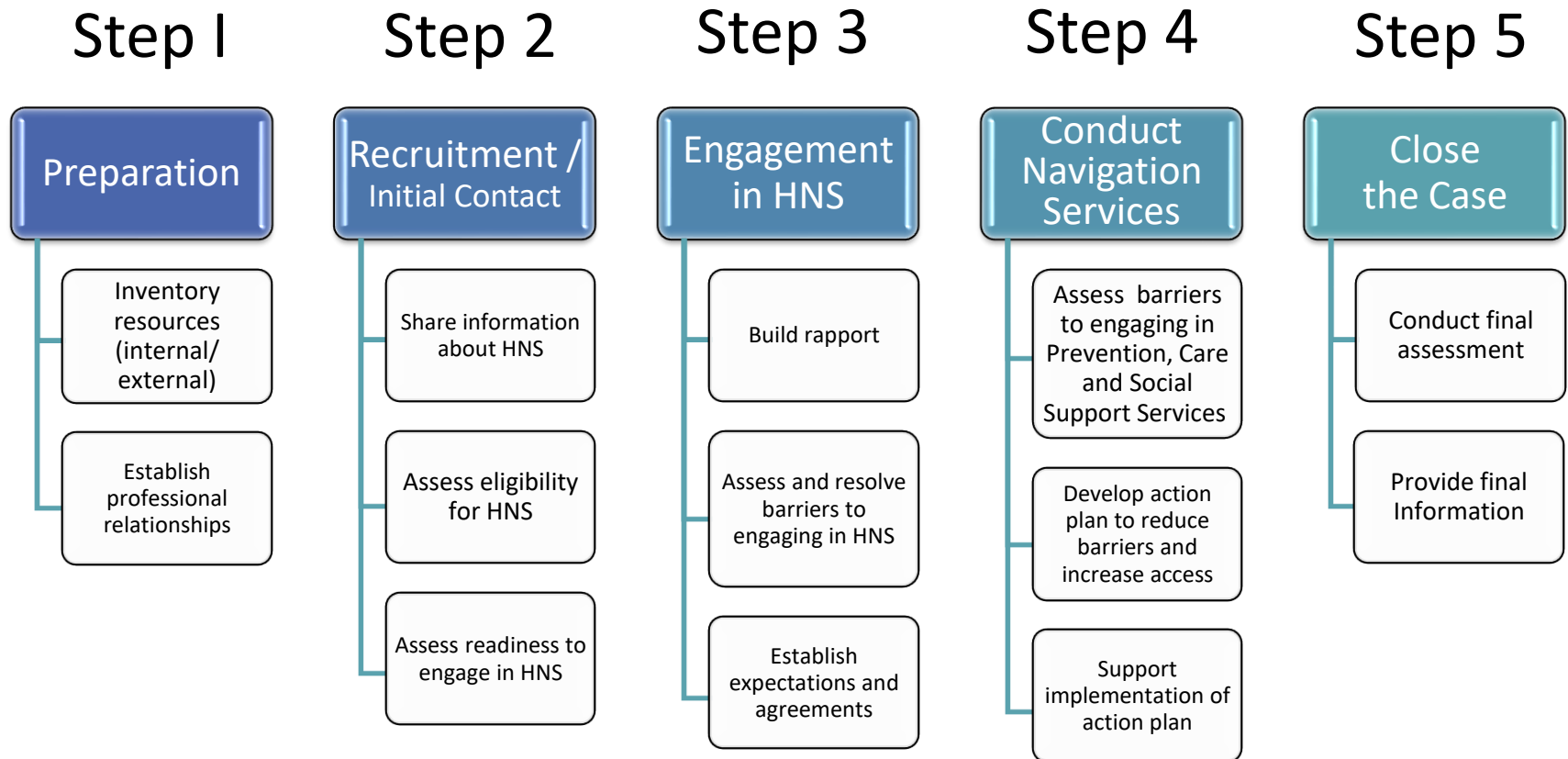
# 11 home visits  
# 3 escorts to appointments  
# 6 contacts with providers



# Case Outcomes

- Patient has fully re-engaged in HIV care, attended several appointments with PCP
- Patient started ART, is adherent, and now has an undetectable viral load
- Patient now comes into clinic on his own
- Navigator helped patient get a phone, so he can receive appointment reminders from clinic
- He now has medical insurance

# HIV Navigation Services Model





# Keys to Successful Navigation

- Ability to build trust and relationships
- Cultural humility
- Client-centered advocacy
- Harm reduction approach

# CDC Resources

- Resources for Technical Assistance and Training

<https://www.cdc.gov/hiv/effective-interventions>

- Technical Assistance

<https://wwwn.cdc.gov/CTS>



- Trainings

- Online trainings: <https://www.train.org/cdctrain/>
- Classroom trainings: ARTAS, HIV Navigation Services
  - Access the National HIV Classroom Learning Center training calendar hosted on CAI's website [www.caiglobal.org](http://www.caiglobal.org)
  - Email a request for training to [RequestCDCTraining@caiglobal.org](mailto:RequestCDCTraining@caiglobal.org)

# PrEP Navigation

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Director, HIV Pre-Exposure Prophylaxis Program  
Washington University



# Objectives

- Define PrEP navigation and the roles of a navigator
- Strengthen PrEP navigators' capabilities relating to
  - Insurance enrollment
  - Medication payment assistance
  - Linking clients to a PrEP care location
  - Linking clients to other support services
  - Providing follow-up and adherence support

# What is PrEP?



- Pre-exposure prophylaxis = PrEP
  - Different than post-exposure prophylaxis (PEP)
- Using anti-HIV medications to protect HIV-uninfected individuals **BEFORE** exposure
- Bridge until an HIV vaccine is discovered
- Part of a COMPREHENSIVE HIV prevention package (condoms, testing, etc.)
- Today's PrEP is TDF/FTC (FDA approved 2012) (99% effective for sexual contact) and TAF/FTC (FDA approved 2019) as a once daily pill
- Tomorrow's PrEP will be different medications & different forms

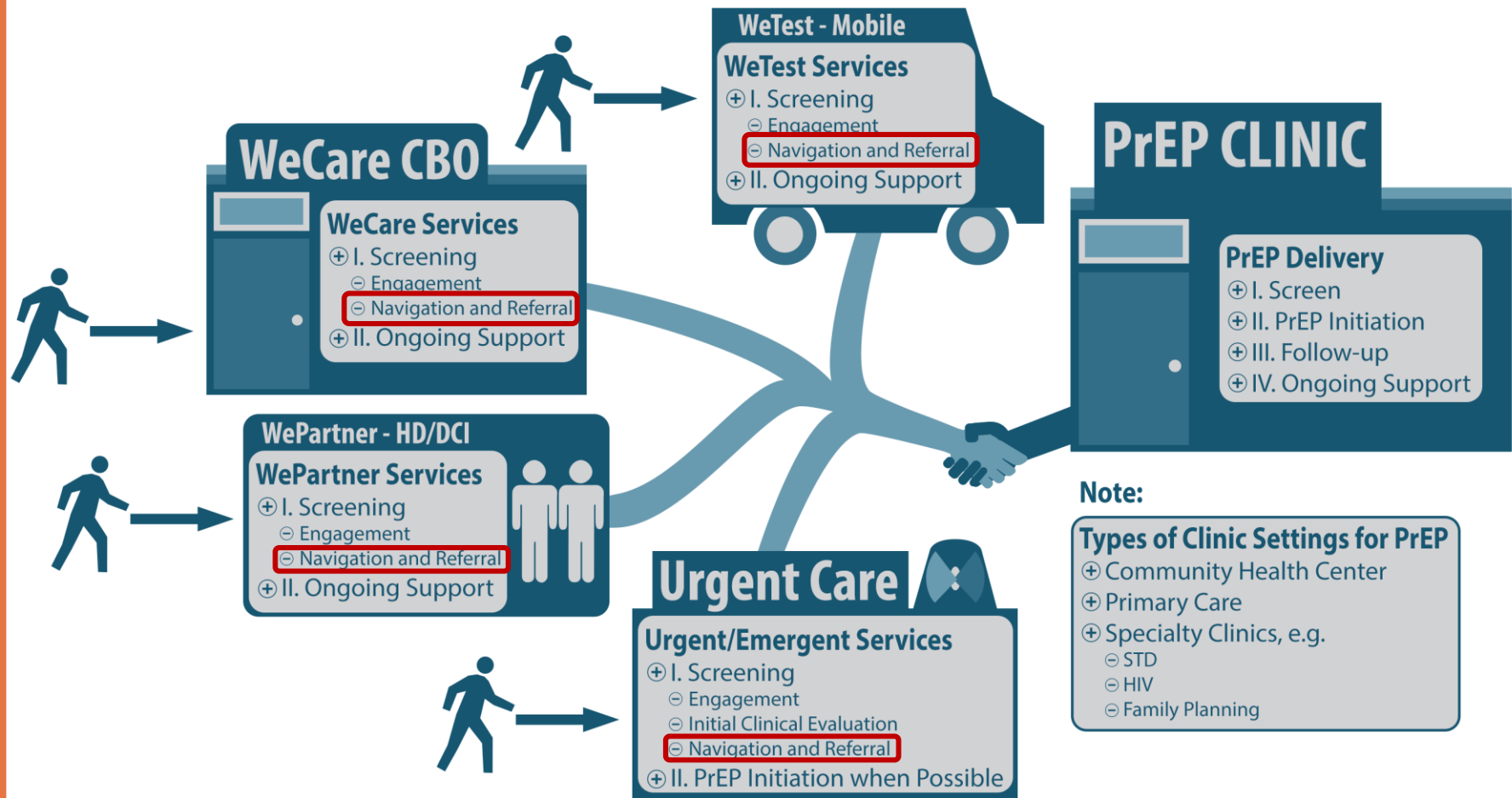
# What does PrEP care mean?

- Knowing and understanding what PrEP as a concept and medication is
- Knowing and **using the health care system** to get PrEP
  - Going to the doctor 4-5 times per year (every 3 months)
  - Getting labs at each visit
  - Getting a prescription from a pharmacy (offsite, onsite) every 1-3 months
  - Having insurance or money to pay for office visit, labs, and medication
    - Uninsured, underinsured, versus fully insured
- Getting counseling to take medications everyday
- Getting counseling related to behavior risk, regular STD testing, a regular doctor, other prevention services, other social support services, etc...

# What is PrEP navigation?

- Helping clients who are at risk for HIV to **access** PrEP with as few barriers as possible
- Common barriers to PrEP are:
  - Not knowing what PrEP is
  - Paying for PrEP (clinic office visits, labs, medications)
  - Finding a provider based on ability to pay, insurance's network, cultural competencies of provider, and transportation needs (close enough to get to)
    - Provider can be doctor, nurse practitioner, pharmacist, or other who prescribes PrEP
  - Needing other social support services as a priority
- **Navigation should always include finding providers and payment options**

# Who does PrEP navigation?





# Approach to PrEP Navigation & Core Competencies



1. HIV testing & PrEP education

2. Assess insurance status & enroll

3. Enroll in medication payment assistance

4. Finding a PrEP provider based on insurance

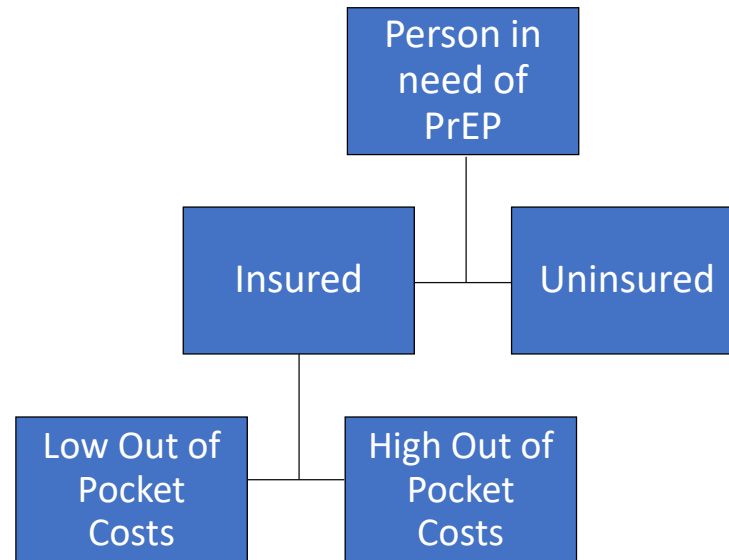
5. Link to other support services

6. Follow-up (1 month) & adherence support

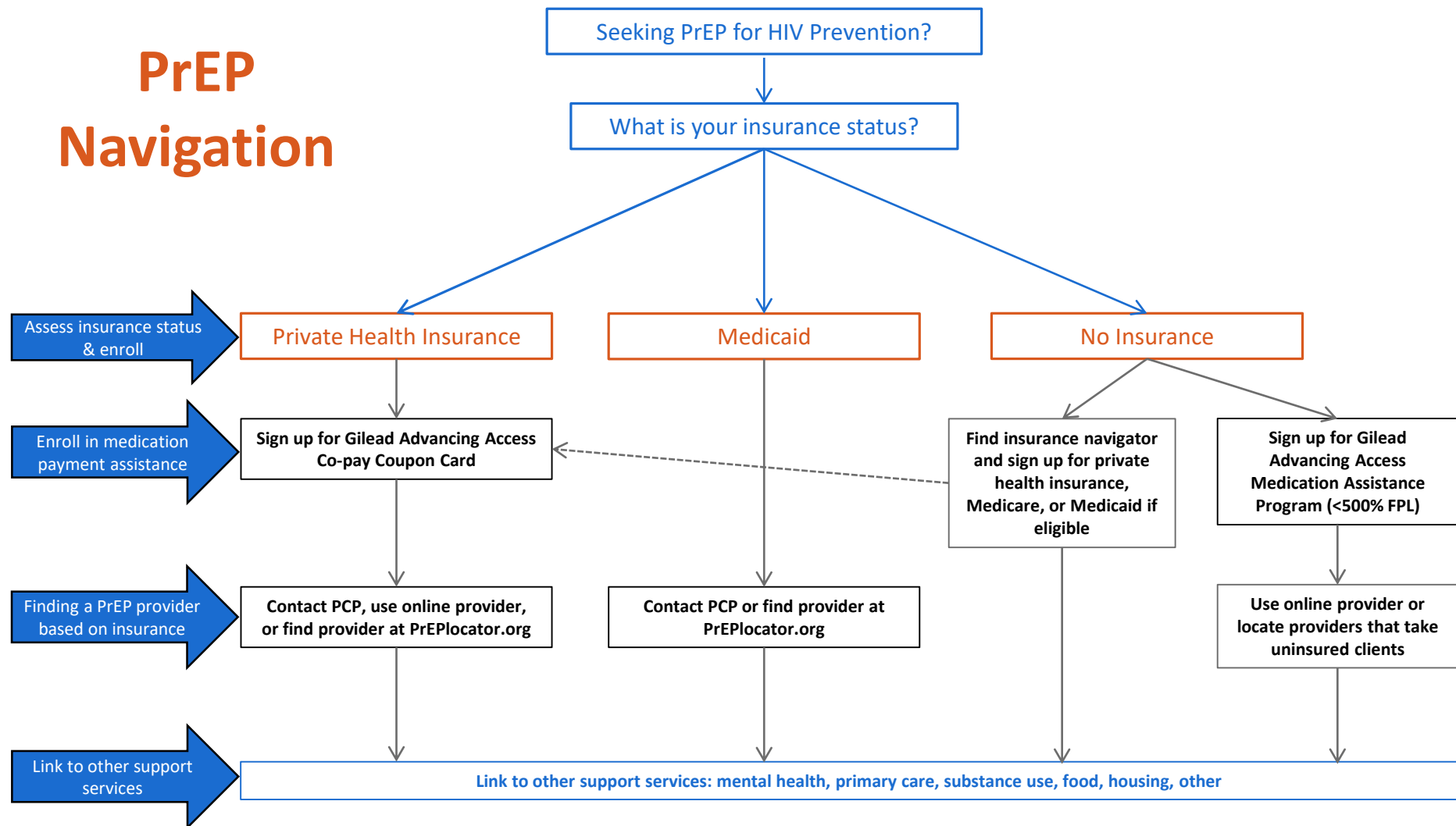
# 1. HIV testing & PrEP education

- What is PrEP?
  - PrEP is a once daily pill that can help reduce the chances of contracting HIV from sexual contact by 99% with consistent use.
- How much is PrEP?
  - It depends. Medication is usually covered by assistance programs while the cost of doctor's visits and labs depends on the insurance coverage of the client.
- What are the side effects?
  - There have been **no sign of significant health effects** in people who have taken PrEP for up to 5 years, however some users may have mild nausea during the first month.
- **Do not perform risk screening and make the decision that someone DOES NOT NEED PrEP**
- Everyone deserves to have a discussion about PrEP with the provider/prescriber

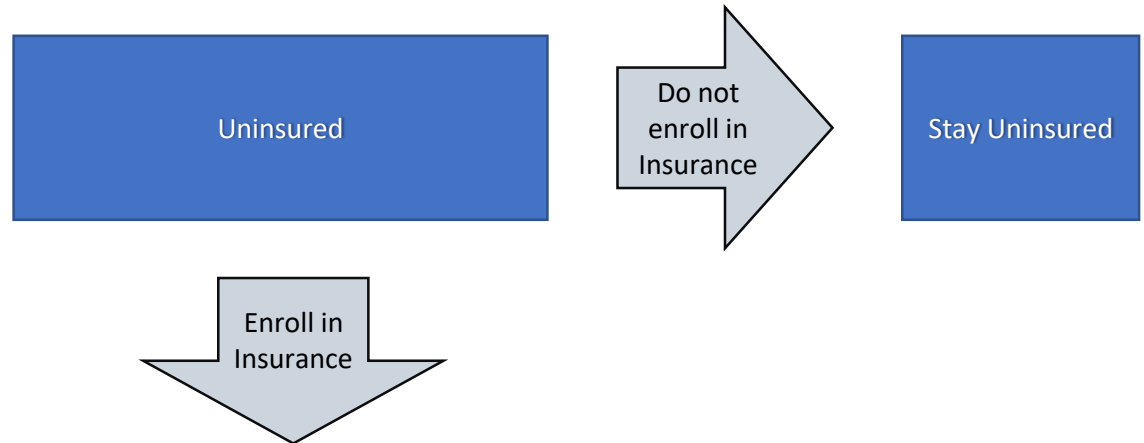
## 2. Assess insurance status & enroll



# PrEP Navigation



# What are our insurance options?



## Medicaid or Medicare

- Medicare: aged 65+ or specific disability
- Medicaid: Depends on expansion status
  - Non-expanded: CHIP only
  - Partially expanded: <100%
  - Fully expanded: < 138%

## Market Place Eligible

- Open enrollment or Qualifying Life Event
- Tax Credits reduce premiums for 100-400% FPL
- Subsidies increase coverage % for silver plans for 100-250% FPL

## Private Insurance

- Possibly through employer
- Expensive on own
- Difficult to navigate legitimate plans

# Calculating total costs for a year

<http://prepcost.org>



- ✓ Total cost of the medication, clinical visits, and lab tests
  - Includes Gilead's co-pay assistance
- ✓ Verifies PrEP medication coverage
  - Truvada® and Descovy®
- ✓ Identify coverage restrictions
  - 2019 plans: co-pay accumulator policies
- ✓ Access to the plan's summary of benefits
  - Coverage before the deductible is met
- ✓ Provider network search tool

### 3. Enroll in medication payment assistance

#### Gilead Advancing Access Co-pay Card

Gileadcopay.com

1-877-505-6986

**Must have private insurance**

*Covers co-pay, deductible, and coinsurance*

- \$7,200/year max on assistance
- *No income restrictions*
- 12 month enrollment



#### Patient Advocate Foundation

Copays.org

1-866-512-3861

**Must have insurance**

*Covers co-pay, deductible, and coinsurance*

- \$7,500/year max on assistance
- <400% FPL
- 12 month enrollment
- Proof of U.S. Residency Required
- *Claim must be filled within 30 days*



#### Good Days

Mygooddays.org

1-877-968-7233

**Must have Medicare or Military Insurance Coverage**

*Covers co-pay, deductible, and coinsurance*

- \$7,500/year max on assistance
- <500% FPL
- Proof of U.S. Residency Required



#### Gilead Advancing Access Patient Assistance Program

Gileadadvancingaccess.com

1-800-226-2056

**Uninsured individuals only**

*FULL medication coverage*

- <500% FPL
- 12 month enrollment



# Pharmacies and PrEP

- **Assist with obtaining medications at the pharmacy if possible**
  - **This step is confusing for young adults naïve to using health care**
- If possible, choose a specialty pharmacy that is already familiar with patient assistance for HIV drugs
- Vet and develop relationships with designated pharmacies that you recommend
  - **Make sure they keep PrEP in stock!**
  - **Tell the pharmacist about the co-pay card and have them help with using it**
  - **Pharmacies are the first to find out medications aren't covered and can work with navigators to troubleshoot**
- Medications are often cheaper in 90 day supplies versus 30 day supplies
  - **Some insurance companies may have restrictions on dispensing medication supplies greater than 30 days**
- Some insurance may require use of mail order pharmacies






## 4. Finding a PrEP provider based on insurance

- PrEP locations
  - PleasePrEPme.org
  - PrEPlocator.org
  - Retail Pharmacies (Walgreens, etc...)
  - Tele-PrEP
  - Client's Primary Care Provider (PCP)
- Uninsured?
  - Check your local charitable and free clinics!
- **Warm Hand-Offs are key!**
  - Vet locations and wait times
  - Schedule and attend appointment, if needed
  - Arrange transportation

PrEP Consultation Service for Clinicians  
**1-855-448-7737 (1-855 HIV-PREP)**  
11 a.m. – 8 p.m. ET , Monday-Friday

### TELE-PREP: MISTR, NURX, PLUSHCARE

The following telemedicine companies provide PrEP prescriptions. These resources may be good options for people: whose clinician doesn't provide PrEP, who don't want to ask their doctor for PrEP, who live too far from a PrEP provider, who want to get their PrEP delivered to their home, who already have insurance, or who move from state to state.

	 heymistr.com	 nurx.co/prep	 prep.plushcare.com
Providing PrEP since:	2018	2016	2015
Confidential:	Y	Y	Y
Account setup:	Y	N (for patients)	Y
Type(s) of contact:	voice, email, chat	voice, eml, text, chat	voice, video, app
HIPAA privacy:	Y	Y	Y
Service fee:	\$99	\$25 – \$129	\$99 – \$200

## 5. Link to other support services

- Navigation operates within a PrEP comprehensive continuum
- Support individuals by guiding and linking them to
  - Care coordination/case management
  - Behavioral/mental health
  - Adherence assistance
  - Housing, transportation, food (sign up for SNAP)
  - Legal services
  - Vaccinations (Hepatitis A and B, HPV, Flu, Tetanus, etc...)
  - Other medical services
  - Other services indicated by client needs
    - Assessed during prevention and care service
    - Services can be added as more needs emerge or are identified

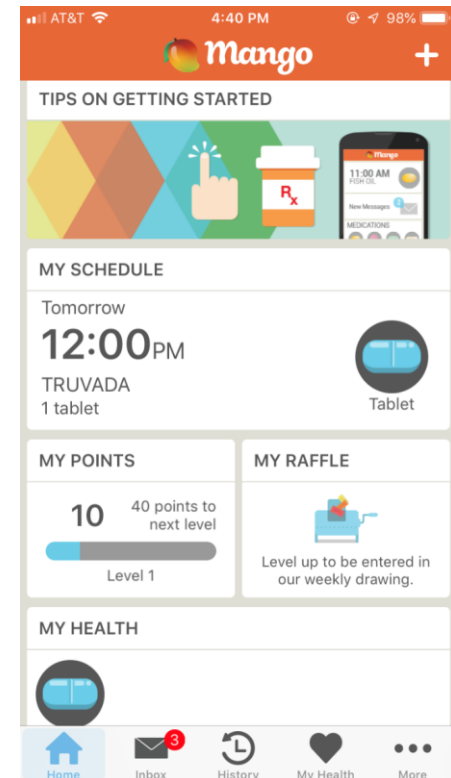
## 6. Follow-up (1 month) & adherence support

- Follow-up schedule (depends on your organization, your role, your capabilities as a navigator)
  - 1 week after starting PrEP?
  - 1 month after starting PrEP?
  - 3 months after starting PrEP?
  - How often after that?
- Confirm that client started PrEP
- Reminders for future appointments
- Check in when appointments are missed or PrEP prescription isn't refilled
- Reach out to patients that stop PrEP



# What to Follow-Up On

- Are you finding the costs manageable?
- Are you able to take your pills every day?
  - Would you like me to help set up a schedule or recommend an app?
    - Mango Health, Medisafe, etc...
- Are you managing any side effects okay?
- Are there any new support service needs?
- Did you stop taking your PrEP? Why?



# Assisting with PrEP Adherence

- Educate clients about their medication
  - Why PrEP benefits the client
  - When and how to take pills
  - What if they miss a dose?
- Help clients anticipate and manage side effects
- Create routines that mesh well with work and social schedules
  - How to handle changes to routines (vacations!)
- Normalize occasional missed doses and focus on how to minimize them
  - Suggest reminder systems and tools (like apps!)
- Link to services that help with barriers (mental health, financial help, rehabilitation, etc.)
- Facilitate social support
  - Social media groups

# PrEP Navigation Services

## Program Stages

### 1. Pre-Implementation

- 1) Obtain funding
- 2) Develop infrastructure
- 3) Develop program plan (PleasePrEPMe.org)
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- 7) Develop relationships with organizations for referrals
- 8) Promotion of services

### 2. Implementation

- 1) Recruitment
- 2) Deliver navigation services
  - a. HIV testing & PrEP education
  - b. Assess insurance status & enroll
  - c. Enroll in medication payment assistance
  - d. Find a PrEP provider based on insurance
  - e. Link to other support services
  - f. Follow-up (1 month) & adherence support

### 3. Maintenance

- 1) Conduct evaluation activities
- 2) Evaluation use/feedback
- 3) Review program:
  - a. Structure
  - b. Program capacity
  - c. Program tools
- 4) Adapt and revise program as needed
- 5) Continuing professional development

# Summary: PrEP Navigation



1. HIV testing & PrEP education

2. Assess insurance status & enroll

3. Enroll in medication payment assistance

4. Finding a PrEP provider based on insurance

5. Link to other support services

6. Follow-up (1 month) & adherence support

# Summary

- Define PrEP navigation and the roles of a navigator
- Strengthen PrEP navigators' capabilities relating to
  - Insurance enrollment
  - Medication payment assistance
  - Linking clients to a PrEP care location
  - Linking clients to other support services
  - Providing follow-up and adherence support



# Navigation Skills

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Center for Learning & Innovation,  
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# HIV/PrEP navigation is...

Providing one-on-one guidance and support to individuals to help them access and remain engaged in HIV care or prevention services **with as few barriers as possible.**

# Working with clients requires...

- Client-centered care (meeting the client where they are)
- Using a trauma-informed engagement model
- Approaching our work with cultural humility

# Working with clients also involves...

- Strengths-based focus
- Motivational interviewing
- Adherence/retention support and counseling
- Exploration of cofactors affecting client's day-to-day life and overall well-being, and making active referrals to additional supportive services

# Helping clients overcome barriers and challenges to success

- Personal barriers: hierarchy of needs and challenges to meeting them
- Logistical barriers: financial, schedule, travel
- Institutional barriers: how do we as providers create barriers?
- Addressing stigma

# Case scenario: Derreck

- 21 year old black, gay, cisgender male. He works less than full time as a barista, and is on his parents' insurance. He started dating Travis (27 year old white gay cisgender male) 6 weeks ago. They used condoms for sex at first but stopped after 2 weeks – Derreck expresses guilt about this.
- Derreck wants to start PrEP so he and Travis don't have to use condoms.
- Additional history: last intercourse was 4 days ago, Derreck has been 100% receptive partner. Derreck had 2 partners for anal sex before meeting Travis, both with condoms. Derreck's last HIV test was 4 months ago, Travis states he had a negative HIV test 2 months ago.
- Reason for Derreck's visit today: he has been reported as a contact to a client with Chlamydia.

# HIV & PrEP Navigation Services

- HIV Linkage and Navigation Services
- PrEP Navigation Services
- Navigation Skills
- Wrap up & Questions

# References & Acknowledgements

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# Audience Questions

*Thank you for participating!*

