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GAVIN NEWSOM
Governor

Office of AIDS (OA)

Management Memorandum

Pre-Exposure Prophylaxis Assistance Program (PrEP-AP)

Memorandum Number: 2019-12

DATE: May 15, 2019

TO: PREP-AP ENROLLMENT WORKERS

SUBJECT: **GO-LIVE ANNOUNCEMENT FOR PREP-AP TELEMEDICINE PROVIDER**

The purpose of this management memo is to announce that the OA PrEP-AP has executed a contract with PlushCare to provide telemedicine services to clients enrolled in the PrEP-AP. PrEP-AP clients can begin accessing telemedicine services through PlushCare **effective June 1, 2019**.

The availability of telemedicine services for PrEP-AP clients will assist in bridging geographic gaps where PrEP-AP does not have contacted clinics in the PrEP-AP Clinical Provider Network, making enrollment in PrEP-AP for uninsured clients more accessible. The policy previously outlined in [Management Memorandum 2018-01](#), which requires that ADAP enrollment sites interested in performing PrEP-AP enrollment be located within 100 miles of a contracted clinician in the PrEP-AP Clinical Provider Network is hereby rescinded. **Effective July 1, 2019**, all ADAP enrollment sites with an executed contract to provide PrEP enrollment services that have had at least one enrollment worker attend the PrEP-AP training will be activated in the ADAP Enrollment System to perform PrEP-AP enrollment. If an ADAP enrollment site would like to opt-out of performing PrEP-AP enrollment, the Project Representative or Site Contact listed on the ADAP Enrollment Site Contract must e-mail PrEPSupport@cdph.ca.gov and indicate the site will not be performing PrEP-AP enrollment. Requests to opt-out will only be accepted from the Project Representative or Site Contact.

OA has developed the attached guides to assist enrollment workers with referring clients to PlushCare and to inform clients on what to expect when accessing telemedicine services through PrEP-AP. The guides are also available on the [PrEP-AP Resources](#) webpage. Additionally, OA is in the process of updating the training deck to include information on

PlushCare and will be conducting refresher trainings on **June 14, 2019, from 9:00 am to 12:00 pm and June 18, 2019, 10:00 am to 12:00 pm.**

Please Note: PrEP-AP clients with insurance are able to access telemedicine services if allowed by the client's health plan. A guidance document outlining this policy and process is currently being developed and will be posted to the [PrEP-AP Resources](#) webpage within the next few weeks.

Please contact your [OA Advisor](#) if you have any questions regarding the information provided in this memo.

Thank you,

A handwritten signature in blue ink, appearing to read 'A. Barraza', with a long horizontal flourish extending to the right.

Adrian Barraza, Chief
ADAP Program, Policy, and Fiscal Section

Enclosures:

- 1) PrEP-AP Telemedicine Guide (Uninsured Clients)
- 2) Guidance Document for Enrollment Workers: PrEP-AP Telemedicine Referrals



A Client Guide to Accessing Pre-Exposure Prophylaxis (PrEP) Related Medical Services through Telemedicine for the California PrEP Assistance Program (PrEP-AP)

What Is Telemedicine?

Telemedicine is the use of telecommunication and information technology to provide clinical services from a distance. The PrEP-AP contracts with PlushCare to provide telemedicine services to PrEP-AP clients for PrEP-related medical services. This allows PrEP-AP clients to access PrEP-related clinical services from the comfort of their own home using a mobile device.

Before Scheduling An Appointment With PlushCare:

Step 1: Enroll Into PrEP-AP

- I. Find an enrollment site near you using our [locator tool](https://cdphdata.maps.arcgis.com/apps/webappviewer/index.html?id=6878d3a1c9724418aebfea96878cd5b2) at (<https://cdphdata.maps.arcgis.com/apps/webappviewer/index.html?id=6878d3a1c9724418aebfea96878cd5b2>) and make an appointment to enroll in the PrEP-AP with a certified PrEP-AP Enrollment Worker.
- II. Review this [checklist](https://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/PrEP-AP%20Acceptable%20Eligibility%20Documents.pdf) at (<https://www.cdph.ca.gov/Programs/CID/DOA/CDPH%20Document%20Library/PrEP-AP%20Acceptable%20Eligibility%20Documents.pdf>) to ensure you arrive at your appointment with the documentation needed by your enrollment worker to enroll you in PrEP-AP.
- III. Your enrollment worker will enroll you in the PrEP-AP with 30 days of temporary eligibility and will enroll you in the manufacturer's Patient Assistance Program.
- IV. You must attend an appointment with PlushCare to determine your clinical eligibility for PrEP before your 30 days of PrEP-AP eligibility expire.

What To Expect When Receiving Telemedicine Services For PrEP-AP Through PlushCare:

Step 2: Initial PrEP Consultation

- I. Your enrollment worker will email all your paperwork to ca-prep-ap@plushcare.com.
- II. PlushCare will confirm your enrollment in the PrEP-AP and reach out via phone and email about scheduling your consultation.
- III. Once booked, you will attend your video or phone consultation via [plushcare.com](http://www.plushcare.com) (<http://www.plushcare.com/>) or on the PlushCare app.
- IV. Your doctor will discuss PrEP with you and confirm your candidacy for this treatment.



- V. Your doctor will order your lab work to a local Quest Diagnostics facility to complete.
 - a. **Note: You will not have to pay anything out of pocket; PlushCare will bill PrEP-AP directly for your labs.**
- VI. Within 3-5 business days, when your lab work has been received and reviewed, you will receive an email with your lab results.
- VII. If eligible for PrEP, PlushCare will send your prescription to a pharmacy of your choice that is within the PrEP-AP pharmacy network.
- VIII. Pick up your prescription and begin PrEP!
- IX. PlushCare will e-mail your enrollment worker updated forms to complete your enrollment into PrEP-AP.
- X. Your enrollment worker will update your PrEP-AP application with the completed forms and extend your enrollment by 12 months.

Step 3: Follow-Up Consultations (Every 3 months)

- II. PlushCare will email you a new lab order to complete at a local Quest Diagnostics before your prescription runs out.
 - a. **Note: Please complete this 2 weeks before you run out of the medication to avoid interruptions**
- III. Once your lab work has been received, PlushCare will email you your results and let you know you are free to book your follow-up consultation to get your refill.
- IV. Book and attend your video or phone appointment.
- V. Pick up your prescription and continue your PrEP regimen.

For Questions or Comments Please Contact:

The Office of AIDS via e-mail at
PrEPSupport@cdph.ca.gov for questions
related to PrEP-AP enrollment or re-
enrollment

-or-

PlushCare at 1-888-792-0416 for
questions related to accessing
telemedicine services



An Enrollment Worker Guide to Referring Uninsured Pre-Exposure Prophylaxis Assistance Program (PrEP-AP) Clients to PlushCare to Receive PrEP Related Medical Services via Telemedicine

What Is Telemedicine?

Telemedicine is the use of telecommunication and information technology to provide clinical services from a distance. The PrEP-AP contracts with PlushCare to provide telemedicine services to PrEP-AP clients for PrEP-related medical services. This allows PrEP-AP clients to access PrEP-related clinical services from the comfort of their own home using a mobile device.

Telemedicine and PrEP-AP

PrEP-AP's contract with PlushCare allows PrEP-AP clients to be screened for PrEP clinical eligibility and receive ongoing PrEP-related medical services without needing to be seen by a clinical provider at a brick and mortar clinic. This allows PrEP-AP clients to access PrEP-AP services when they are not within driving distance of a contracted clinical provider in the PrEP-AP Provider Network.

Process for Referring PrEP-AP Clients to PlushCare:

1. Enroll the client into PrEP-AP and the manufacturer patient assistance program.
2. Print the patient assistance program application.
3. Fill-out the enrollment worker section of the PrEP-AP Provider Referral form and indicate PlushCare as the provider the client is being referred to.
4. Securely e-mail the application and PrEP-AP Provider Referral form to PlushCare at ca-prep-ap@plushcare.com.
5. PlushCare will confirm the client's enrollment in PrEP-AP and reach out to the client via phone and email about scheduling their consultation.
6. PlushCare will confirm the client's clinical eligibility for PrEP.
7. PlushCare will return the completed forms to the enrollment worker via secure e-mail.
8. The enrollment worker will update the application in AES with the updated forms and will fax the signed application for the manufacturer patient assistance program to complete enrollment.