



## **Accessing Pre-Exposure Prophylaxis (PrEP) Related Medical Services through Telemedicine for Uninsured Clients in the 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](#) and make an appointment to enroll in the PrEP-AP with a certified PrEP-AP Enrollment Worker.
- II. Review this [checklist](#) 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](mailto:ca-prep-ap@plushcare.com).
- II. PlushCare will confirm your enrollment in the PrEP-AP and reach out via phone or email about scheduling your consultation.
- III. Once booked, you will attend your video or phone consultation.
- 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.

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**For Questions or Comments Please Contact:**

The Office of AIDS via e-mail at  
[PrEPSupport@cdph.ca.gov](mailto: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

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