



## **An Enrollment Worker Guide to Referring 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 Uninsured 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](mailto: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 determine 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.

### **Process for Referring Insured PrEP-AP Clients to PlushCare:**

1. Enroll the client into PrEP-AP and the manufacturer copayment assistance program.
2. Fill-out the enrollment worker section of the [PrEP-AP Provider Referral Form for Insured Clients](#).



3. Ensure PlushCare is an in-network provider for the client's insurance plan. The PrEP-AP is not able to provide assistance with services received out-of-network.

Current In-Network Plans:

- Anthem
- AETNA
- Blue Cross Blue Shield
- Blue Shield
- CIGNA
- Humana
- GEHA
- Medi-Cal
- Molina
- LA Care
- United HealthCare
- and many more!

**Please Note: Kaiser clients are not able to receive services through PlushCare.**

4. Securely e-mail the PrEP-AP Provider Referral Form, along with a copy of the front and back of the client's insurance ID card, to PlushCare at [ca-prep-ap@plushcare.com](mailto:ca-prep-ap@plushcare.com).
5. PlushCare will confirm the client's enrollment in PrEP-AP and reach out to the client via phone or email about scheduling their consultation.
6. PlushCare will confirm the client's clinical eligibility for PrEP.