

## **FREQUENTLY ASKED QUESTIONS**

### **3/16/07**

#### **How do I know if my on-going client is eligible for a Patient Assistance Program (PAP)/or IMP (Indigent Medication Program)**

- Each month, the IMP PFSW (Patient Financial Services Worker) will access a list of clients (934 Indigent Claim List) for whom the DMH paid the cost of their medications during the previous month. The list is narrowed down to those who are prescribed Zyprexa, Risperdal (including CONSTA) Geodon, Abilify and Effexor XR. The Seroquel PAP is still “on hold” for DMH. If your client’s name is on the 934 Indigent Client List, he or she is eligible for a PAP.

#### **What is my client’s name is on the list, but I think he has Medi-Cal?**

- The IMP PFSW reviews the 934 list every month and will determine if your client is on MediCal or Medicare. If they are they do not qualify for this program.

#### **Exactly how does the PAP work?**

- Once a client is deemed to be eligible for a PAP and a completed application is returned an identifier is entered into the IS or MIS, and a PAP application is faxed or mailed for approval
- After the identifier is entered, a prescription is entered into the PATS, corresponding to the prescription on the PAP application.
- IMP PFSW must fax the PAP application to the appropriate pharmaceutical company and also to the DMH Pharmacy Services office.
- The client fills the prescription at the DMH contract pharmacy of his/her choice. The identifier lets the pharmacy know that the prescription will not be reimbursed, but will be replaced.
- When the DMH Pharmacy Services office receives the medication from the pharmaceutical company, the medication is mailed to the dispensing county-contracted pharmacy.

#### **Which staff is responsible for completing the PAP application form?**

- Each clinic will have to decide on a procedure that fits best into its existing operations. In some clinics, support staff assist the client to complete the application; in others, clinical staff assist the client. (Assisting a client to apply for needed benefits is a billable activity.)

It is critical that the applications be completed correctly, and the identifier is appropriately entered into the IS or MIS, because otherwise the medication will be reimbursed through county general funds not through IMP funds. The prescription has to be identified as NEW and the Y-Pap section of the prescription must be checked even if it is the same prescription as they received on the previous visit. This alerts our computer system to bill the Indigent Medication Program not County General Funds.

**Can a client who is not a legal US resident be enrolled in a PAP?**

- Please check the application procedures available on the IMP Webpage for each included medication. Pharmaceutical companies vary widely with respect to this criterion.

**Can a patient who is receiving Medicare benefits be enrolled in a PAP?**

- No

**I just faxed my client's application to the Zyprexa PAP today. Ho long will the client have to wait before they can pick up their meds from the pharmacy?**

- There is no change in the way clients can pick up their meds from the pharmacy. The client can pick up their meds right away, as soon as the prescription is entered into the PATS.

**Must a psychiatrist prescribe medications in the PATS for clients who are enrolled in PAPs?**

- Yes, each PAP application must have a corresponding PATS prescription. The prescription must be entered into the PATS after the identifier is entered into the PATS. This is so that the prescription is identified as a PAP prescription when the client goes to the pharmacy to fill the prescription.

**How many pills must the pharmacist prescribe in the PATS for clients who are enrolled in a PAP?**

- The number of pills prescribed in the PATS must be for a thirty (30) day supply. Psychiatrists should order the maximum supply allowed, so that re-applications are not needed with greater frequency. See table below for each pharmaceutical company's policy. The initial applications for Risperdal, Geodon, and Abilify, Zyprexa and Effexor are good for one year. Geodon and Abilify need to be reevaluated every 90 days.

MEDICATION	GENERIC	PHARM. COMPANY	RX IN PATS	PAP APP.	REPLACEMENT SENT
Zyprexa	Olanzapine	Lilly	30 days	12 months new application	To pharmacy
Risperdal	Risperidone	Janssen	30 days	12 months; re:eval	To pharmacy
Geodon	Ziprasidone	Pfizer	30 days	90 days call in new rx.	To pharmacy
Abilify	Aripiprazole	Bristol Myers Squibb	30 days	90 days re eval	To pharmacy
Effexor XR	Venlafaxine XR	Wyeth	30 days	12 months new application	To Pharmacy
Seroquel	Quetiapine	AstraZeneca	On hold	On hold	On hold

- IMP staff will inset a re-evaluation or new application in the client's record prior to the expiration of the application. Also, some pharmaceutical companies send reminder letters to the main IMP office when the application is approved or denied.

**What about CONSTA (injectible Risperidone?)**

- All indigent clients who are prescribed CONSTA must apply for the Risperdal PAP. A "cold chain" is required. Please call Marcia Neiswander at 213-738-2060 when you are ready to enroll a client in the CONSTA PAP. A Risperdal PAP application form, with your clinic's address typed into the shipping information, the medication will be sent to you electronically, because the medication must be shipped to the clinic. Consta is available only through IMP for clients without benefits.