Applying technological innovation: Harnessing an electronic patient portal to achieve a patient-centered approach to recertification

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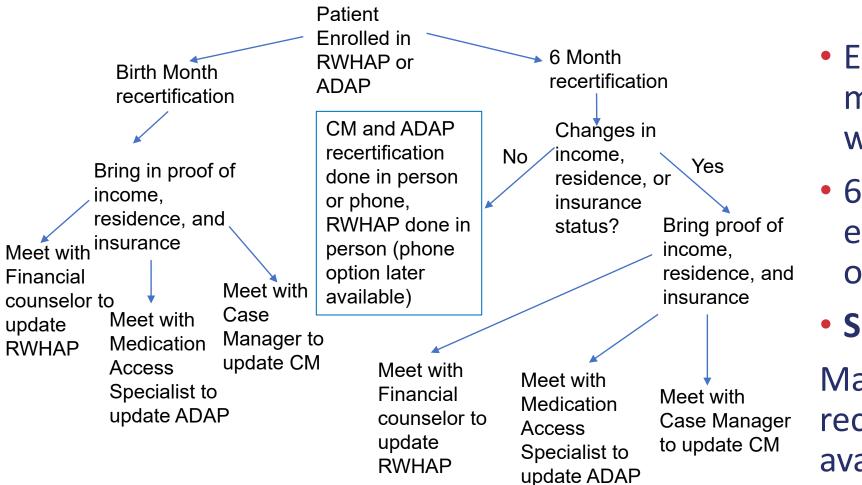




- Parkland HIV Services provides care for ~6,000 people with HIV (PWH) each year
- Between 9/1/2018-8/31/2019:
 - o 4563 patients had RWHAP coverage
 - o 3226 patients had RWHAP coverage only
 - o 1337 patients had other primary coverage (Medicare, etc.)
- Coverage lapses occur frequently and have been a common cause of missed medications and medical care.
- Maintaining continuous coverage is necessary for clients to remain engaged in HIV care and virologically suppressed

Background





- Existing process for maintaining certification was cumbersome
- 61.2% of patients were enrolled in MyChart, an online patient portal

• Solution:

Make 6 month recertification process available via MyChart

Methods



1. Automated MyChart message sent to those with active RWHAP coverage on the first day of the half-birth month:

Epic Analyst-Reporting Team, Phhs

Happy Half-Birthday,

5/1/22 12:25 AM

Good news! It's time to renew your coverage and you can now submit your 6-Month Self-Attestation through MyChart. Please open to answer three short questions. This allows your outpatient medical care to be covered by Ryan White (EMAFA) for the next 6 months.

If nothing has changed, a few clicks and you're covered. Please keep in mind: Financial counselors cannot extend your coverage until this 6-Month Self-Attestation is complete. Please note this 6-Month Self-Attestation is not the same as Parkland's Online Application for Patient Financial Assistance (PFA).

Thank you!

Your Clinical Care Team

*If you are unable to complete this 6 Ryan White (EMAFA) MONTH SELF ATTESTATION on My Chart or prefer to do it in person, you will need to plan to walk in ASAP to complete it with a financial counselor (PFS) by the end of this month. Financial counselors (PFS) are available at your clinic or the main Business Office on the 1st floor of the Tower Garage.

If you've already completed in-person or electronically, disregard this message.

3. Parkland Financial Services reviews questionnaires and extends coverage, obtains additional documentation if needed

2. Pt fills out questionnaire using MyChart Recertification tool before the end of the half-birth month:



Six Month Self-Attestation of Eligibility

Attached to a message from Gwendolyn Martin, LCSW received 1/29/2021

Ryan White (EMAFA) eligibility requires an update to your eligibility every six (6) months. Please answer all questions below and provide any required documents for changes in your income, insurance status or residency. (Your Self Attestation will be due 6 months after your birth month)

*Indicates a required field.

*Have you moved in the past six months?

Yes No

"Has your income changed in the past six months?

Yes No

^{*}Have you added or lost medical insurance in the past six months? Please note that this is insurance not including Patient Financial Assistance (PFA) through Parkland and the Ryan White Program (EMAFA)

Yes No

* I attest that my signature on this form indicates the information provided is accurate and complete to the best of my knowledge. By typing in your full name, you acknowledge your digital signature to this document.

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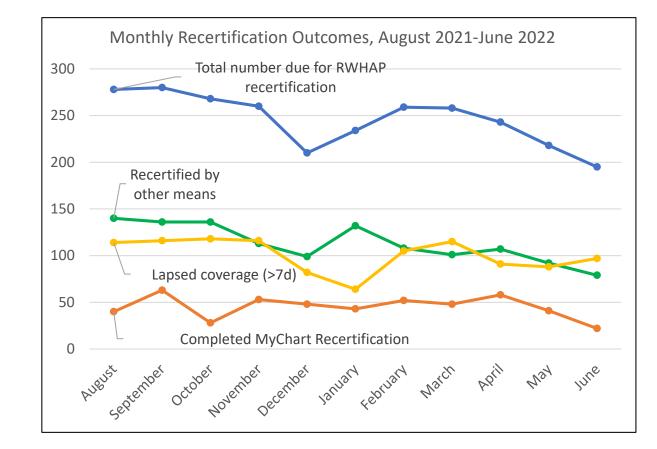


Monthly RWHAP Recertification Outcomes

Month	Total number due for RWHAP recertification	Completed MyChart Recertification	Recertified by other means	Lapsed coverage (>7d)	Proportion with Lapsed Coverage
August	278	40	140	114	41.0%
September	280	63	136	116	41.4%
October	268	28	136	118	44.0%
November	260	53	113	116	44.6%
December	210	48	99	82	39.0%
January	234	43	132	64	27.4%
February	259	52	108	105	40.5%
March	258	48	101	115	44.6%
April	243	58	107	91	37.4%
May	218	41	92	88	40.4%
June	195	22	79	97	49.7%
Total	2703	496	1243	1106	40.9%

Results 2





Results 3



 Those who recertified on MyChart were more likely to be male, Black or Non-Hispanic White, Englishspeaking, and virally suppressed

certified on		Completed recertification on MyChart	Recertified by other means	Lapsed coverage
e more likely	Characteristics	n=496	n=1243	n=1106
•	Mean Age (SD)	45.1 (12.2)	47.2 (11.8)	44.3 (12.1)
ack or Non-	Gender	-	-	-
o Englich	Female	97 (19.6%)	340 (27.4%)	225 (20.3%)
e, English-	Male	388 (78.2%)	867 (69.8%)	852 (77%)
virally	Transgender M-F	11 (2.2%)	36 (2.9%)	29 (2.6%)
virally	Race/Ethnicity	-	-	-
	Black	218 (44%)	477 (38.4%)	564 (51%)
	Hispanic White	166 (33.5%)	604 (48.6%)	356 (32.2%)
	Non-Hispanic White	102 (20.6%)	138 (11.1%)	164 (14.8%)
	Other	10 (2%)	24 (1.9%)	22 (2%)
	Language	-	-	-
	English	403 (81.3%)	758 (61%)	884 (79.9%)
	Spanish	89 (17.9%)	451 (36.3%)	202 (18.3%)
	Other	4 (0.8%)	34 (2.7%)	20 (1.8%)
	History of homelessness	5 (1%)	25 (2%)	26 (2.4%)
	Years since HIV Dx (SD)	11.9 (8.4)	12.2 (8.2)	11.7 (8.2)
	Substance abuse	8 (1.6%)	36 (2.9%)	55 (5%)
	Mental Health	9 (1.8%)	43 (3.5%)	51 (4.6%)
Characteristics of patients, by	Enrolled in ADAP	276 (55.6%)	776 (62.4%)	564 (51%)
• • •	Enrolled in MyChart	496 (100%)	969 (78%)	909 (82.2%)
recertification modality and status	Last CD4 (SD)	656.9 (360.7)	655.4 (351.9)	610.2 (337.7)
	Last VL <=200	247 (49.8%)	507 (40.8%)	431 (39%)





- We used an existing patient portal to create an innovative way to complete RWHAP six-month recertification.
- To date, our patient-centered tool has allowed 496 clients to complete their sixmonth recertification online.
- Successful execution required buy-in and coordination from TX RWHAP administration to ensure compliance; clinic financial counselors to ensure coverage; and information technology, case management, and clinical staff to ensure client support and readiness
- Despite our tool, RWHAP coverage lapses remain very common. Much work remains to be done to improve continuous coverage.
- Despite Policy Clarification Notice (PCN) 21-02, six-month recertifications continue to be required in TX. Until policy changes, innovations such as this will be needed to help decrease the administrative burdens on clients and financial staff.