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

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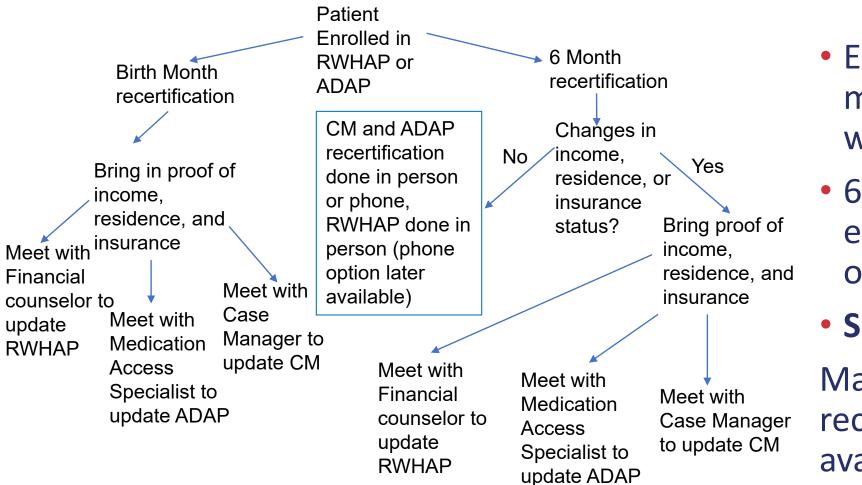




- Parkland HIV Services provides care for ~6,000 people with HIV (PWH) each year
- Between 9/1/2018-8/31/2019:
 - o 4563 patients had RWHAP coverage
 - o 3226 patients had RWHAP coverage only
 - o 1337 patients had other primary coverage (Medicare, etc.)
- Coverage lapses occur frequently and have been 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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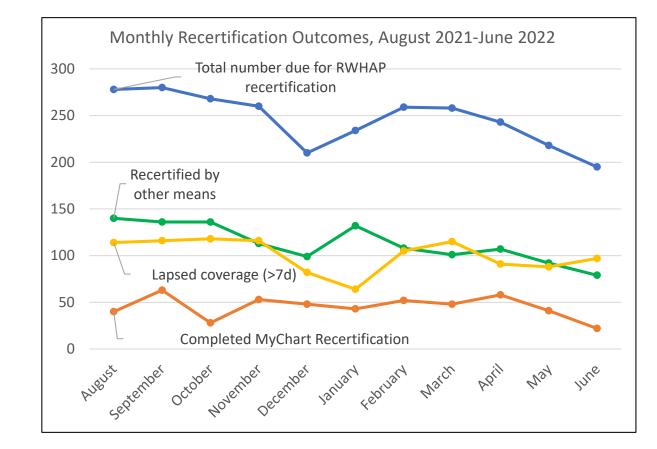


Monthly RWHAP Recertification Outcomes

| 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.