

# Building a Better ADAP

*How to Enhance Your Program with a Robust  
Medical Benefits Management Program*

**Krystal Sterling**

*Benefit and Provider Relations Coordinator*

*Washington State Department of Health*

# Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Understand the benefits of an ADAP medical benefits management program
2. Foundational understanding of how to implement a medical benefits management program
3. Knowledge of available resources for implementing and managing a medical benefits management program

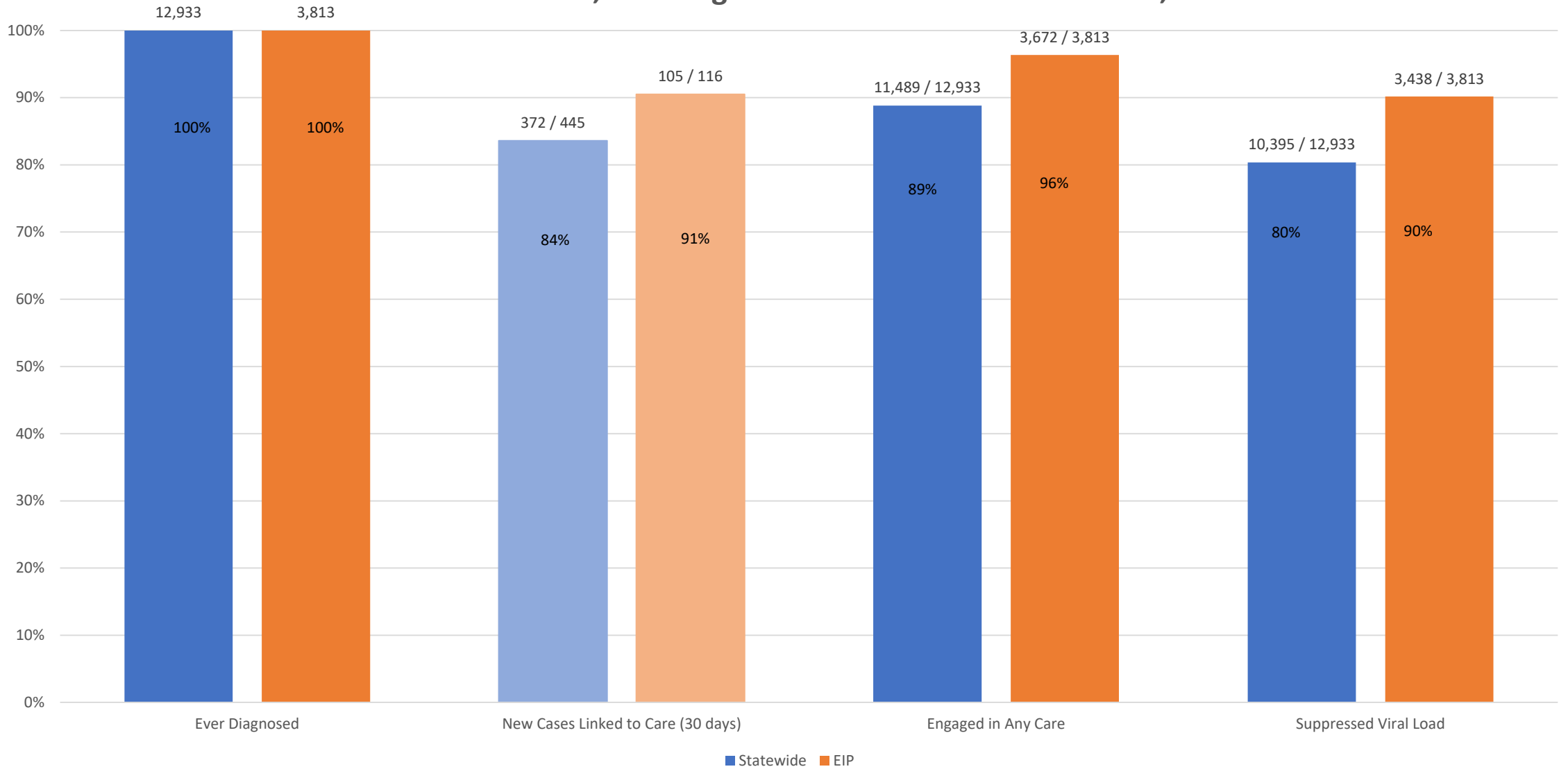
# Washington State ADAP

- Established in 1994
- Medical cost shares started in 1998
- 3828 amount of people on ADAP, utilized by 3034 clients
- Viral suppression rate of 90%
- Established Centralized Eligibility System
- PrEP Drug Assistance Program

# Benefits of an In-House Medical Benefits Program

- Higher adherence to medication
- Higher suppression rates
- Comprehensive health care
- Culturally competent providers
- Client and case manager burden
- Advocacy
- Detailed data

# HIV Care Continuum, Washington State Total and EIP Enrolled, 2017



# Considerations

- What kind of cost share program do you want?
  - IE: expansive, preventative care, etc.
- Funding
- Capacity for employees
- Rates
- System for processing
- Provider agreements
- Policies and Procedures

# WA Funding of Medical Claims

- Rebate dollars
- Ryan White Grant
  
- Medical \$919,857
- Dental \$518,069
  
- General Fund State Dollars for PrEP DAP

# Provide Database

- Provide Enterprise, Groupware Technologies, Inc.
  - Created for Ryan White Programs
- Consolidated
  - Eligibility Processing
  - Contracting
  - IBM/PBM
  - Claims and Payments
- Provider Portal
- Centralized Eligibility

The screenshot shows the header of the Washington State Department of Health website, specifically the Early Intervention Program (EIP) Provider Site. The header includes the department's logo and contact information: Toll Free (in Washington State) 877-376-9316, Office 360-236-3426, Fax 360-664-2216, and Email: EIP.claimspayments@doh.wa.gov. Below the header, the page is divided into two main sections. The left section contains three green buttons: 'Check EIP Client Eligibility', 'Download Claim Remittance Advice Files', and 'Log off'. The right section is titled 'Links' and contains a list of links under several categories: 'EIP Provider webpage: www.doh.wa.gov/HIVProviders', 'Forms' (with sub-links for 'Provider Contract template', 'Appendix A', and 'Appendix B'), 'Contracting' (with a link for 'Provider form for Secure File Transfer of Remittance Advice'), 'Billing & Reimbursement' (with links for 'Dental CPT Codes Reimbursement as of April 1, 2016', 'Explanation of Benefits (EOB) Code Definitions', and 'Medical CPT Codes Reimbursement as of 10/17/2016'), and 'Provider billing manual'. There is also an 'Exception Requests' section with links for 'Exception Request - Medical, Dental' and 'Medicare Clients - Mental Health Waiver'.



# FTE Roles

- Benefit and Provider Relations Coordinator
  - Claims Lead
  - Contracts and recruits Providers
  - Determines benefits
  - Dispute resolution
- Claims Processor
  - Adjudicates claims
  - Manages claim organization
- Administrative Assistant
  - Opens and stamps incoming claims

# Resources

- State Medicaid program
- HRSA guidelines
- HIV Clinical Care guidelines
- FairHealth Consumer
- Wasserman Physicians' Fee Reference

## Estimate your healthcare expenses.

Get essential information on costs for thousands of procedures and learn [insurance basics](#).



Search for a Medical Cost



Search for a Dental Cost

Code		Start Date	End Date	Max Pay
<b>Surgery</b>				
00731	Anesthesia for procedure on gastrointestinal tract	4/1/2018	3/31/2019	\$ 358.00
00732	Anesthesia for endoscopic retrograde cholangiopancreatography	4/1/2018	3/31/2019	\$ 358.00
00811	Anesthesia for lower intestinal endoscopic procedures, not otherwise specified	4/1/2018	3/31/2019	\$ 358.00
00812	Anesthesia for screening colonoscopy	4/1/2018	3/31/2019	\$ 358.00
00813	Anesthesia for combined upper and lower gastrointestinal endoscopic procedure	4/1/2018	3/31/2019	\$ 358.00
11044	Debridement of bone	4/1/2018	3/31/2019	\$ 443.00
11100	Biopsy of mucous membrane	4/1/2018	3/31/2019	\$ 85.00
11101	Biopsy of each additional lesion of mucous membrane, with simple closure	4/1/2018	3/31/2019	\$ 37.00
11900	Intralesional injection	4/1/2018	3/31/2019	\$ 55.00
11901	Intralesional injection	4/1/2018	3/31/2019	\$ 72.00
17000	Chemosurgery of actinic keratosis, first lesion	4/1/2018	3/31/2019	\$ 68.00
17003	Chemosurgery of actinic keratoses, second through 14 lesions	4/1/2018	3/31/2019	\$ 81.00
17004	Chemosurgery of actinic keratoses, 15 or more	4/1/2018	3/31/2019	\$ 153.00
17110	Chemosurgery of benign lesion	4/1/2018	3/31/2019	\$ 113.00
17111	Chemosurgery of benign lesion	4/1/2018	3/31/2019	\$ 134.00
36000	Insertion of intracatheter into vein	4/1/2018	3/31/2019	\$ 27.00
36415	Collection of venous blood by venipuncture	4/1/2018	3/31/2019	\$ 4.00
36416	Collection of capillary blood specimen	4/1/2018	3/31/2019	\$ 4.00
36600	Arterial puncture and collection of blood sample	4/1/2018	3/31/2019	\$ 48.00
43235	Esophagogastroduodenoscopy, flexible, transoral, diagnostic	4/1/2018	3/31/2019	\$ 348.00
43236	Esophagogastroduodenoscopy, flexible, transoral, with injections	4/1/2018	3/31/2019	\$ 445.00
43237	Esophagogastroduodenoscopy, flexible, transoral with endoscopic ultrasound	4/1/2018	3/31/2019	\$ 274.00
43238	Esophagogastroduodenoscopy, flexible, transoral, with transendoscopic ultrasound	4/1/2018	3/31/2019	\$ 325.00
43239	Esophagogastroduodenoscopy, flexible, transoral, with biopsy	4/1/2018	3/31/2019	\$ 425.00
45378	Colonoscopy, flexible, diagnostic; including collection of specimens	4/1/2018	3/31/2019	\$ 684.00
45379	Colonoscopy, with removal of foreign bodies	4/1/2018	3/31/2019	\$ 796.00
45380	Colonoscopy, flexible, diagnostic; including collection of specimens with biopsy, single or multiple	4/1/2018	3/31/2019	\$ 811.00
45381	Colonoscopy, flexible, diagnostic; including collection of specimens with directed submucosal injections	4/1/2018	3/31/2019	\$ 796.00
45382	Colonoscopy, flexible, diagnostic; including collection of specimens with control of bleeding, any method	4/1/2018	3/31/2019	\$ 1,012.80

# Putting it Together

- Policies and Procedures
- Fee Schedule
- Contract Providers
- Services Rendered
- Claims Submitted
  - CMS1500, UB04/92
- Claims Processed
- Claims Paid

# Building a Better ADAP

1. The benefits of an ADAP medical benefits management program
2. Implementing a medical benefits management program
3. Available resources for implementing and managing a medical benefits management program

# Questions?

**Krystal Sterling**

*Benefit and Provider Relations Coordinator*

*Washington State Department of Health*

*[Krystal.Sterling@doh.wa.gov](mailto:Krystal.Sterling@doh.wa.gov)*

*360-236-3421*