



A Day in the Life of the Texas HIV Medication Program

The phone rings as early as 7:30 am in the offices of the Texas HIV Medication Program (THMP). The callers have a variety of questions and concerns:

- A Texan just diagnosed with HIV has questions. Do I need medication right away? What if I don't have insurance? An eligibility specialist patiently provides referrals to the caller for clinics in the area.
- A client has just received a medication change from her doctor. She needs to know if THMP can provide the medication. An eligibility specialist verifies that she is eligible to receive the new medications and facilitates the pharmacy order.

THMP answers about 200 calls from clients, providers and pharmacies each day

- A person who is not eligible for the program calls to see what other resources are available. A staff member provides phone numbers of pharmaceutical companies with drug assistance programs to the caller in Spanish.
- A client calls to say she now has Medicare. A staff person reviews her

current medication needs and helps her enroll in a Medicare Part D plan. The staff person also tells her about other federal and state programs that may cover her medication costs associated with Medicare.

- A client who is enrolled in another state ADAP calls to say he just moved to Texas and will run out of medications tomorrow. The eligibility specialist works to expedite the application and finds local resources to provide a few extra days of medications to prevent a lapse in therapy.

The program monitors the toll-free phone number nine hours a day to serve the people of Texas. In both 2012 and 2013, the program answered over 50,000 calls from Texans each year.

THMP screens about 650 applications each month

On average, 650 applications are received each month from Texans seeking assistance with HIV medications. The goal of the program is to process incoming applications within 14 days. This results in adding about 250 new clients each month. The number of clients served has increased by about 18% since 2010. THMP has been a leader in providing cost effective medication services to people with HIV.

DSHS FACT SHEET



THMP approves about 100 first time clients and reapproves another 100 per month.

One example includes the creation of a State Pharmacy Assistance Program in 2008 that expands access to medications for people with HIV who are enrolled in the THMP and also eligible for Medicare. A recent federal audit and site visits have illustrated that the program is in compliance with all grant requirements and that the program is successful in delivering comprehensive cost effective medication services.

The Texas HIV Medication Program (THMP) provided over 275,000 prescription medications to over 17,000 Texans across the state last year. This averages about 1,100 orders per day. The program maintains a network of over 500 participating pharmacies geographically distributed throughout Texas providing easy access to medications for enrollees. It also negotiates supplemental discounts with drug manufacturers below PHS (340B) pricing as well as the contracted wholesaler to ensure the program is getting the lowest price available for HIV medications.

In addition to determining the eligibility of applicants and processing prescription orders, the program staff serve as advocates in assisting Texans with HIV to find other medication

THMP recertifies 200 clients each month

THMP processes 1,000-1,200 prescriptions daily

resources. Staff persons work throughout the day to counsel callers as to the importance of maintaining insurance coverage, finding links to other programs such as local service organizations or manufacturer patient assistance programs. These programs assist clients with their premiums and prescription co-payments or provide medications. The program expedites applications for pregnant women, and from applicants with a CD4 count below 100 or at risk of a therapy interruption. The program also conducts periodic recertification of clients to ensure that people continue to meet the eligibility requirements.

THMP accomplishes all of this with just 15 people.

