

A Medication Assistance Program

- ▶ Medication Assistance Caseworkers (*MACs*) help patients enroll in Prescription Assistance Programs (*PAP*) via *The Pharmacy Connection Software (TPC)*.



Screening Process

- ▶ Patient provides
 - Income documentation
 - ✓ Tax return or signed 4506T form
 - ✓ 1 month's pay stubs
 - ✓ Copy of unemployment benefits, pension, Social Security
 - Patient completes intake form and/or PAP application with MAC assistance
- ▶ Physician provides
 - Signed prescription
 - Patients' medication list



Working with the Physician

- ▶ The Medication Assistance Caseworker (*MAC*) works closely with the physician's office
 - MAC and patient complete the PAP application via *TPC*
 - Physician signs the application
 - PAP application sent to the pharmaceutical company
 - ✓ MAC or Physician faxes/mails the PAP application



Medication Arrival

- ▶ Medication arrivals
 - Up to 2-4 weeks
 - At doctor's office, clinic, hospital
 - Some mailed directly to patient's home
- ▶ Medication dispensing
 - Partner pharmacy may receive and dispense medication to patients



Bridge Medications

- ▶ Bridge medication may fill the lag time
 - ▶ **Samples**
 - ✓ Dispensed at clinic or physician's office
 - ▶ **Generic medication**
 - ✓ may be prescribed for interim use
 - ▶ **Vouchers**
 - ✓ may be used to pay for medications until the free PAP medication arrives



Refills and Renewals

▶ Refills

- ▶ Refills requests are automatically queued by TPC every 90 days
 - ✓ MAC processes the refill through the PAP or pharmacy
- ▶ MACs call to inform patients/providers that medication will be delivered directly to the home/office
- ▶ Patients/providers can call to notify MAC when they receive medications delivered directly to their home/office

▶ Yearly renewals required

