

CONSUMER INVOLVEMENT COMMITTEE
August 10, 2018
10:00 AM - 12:00 PM
CONFERENCE ROOM, UNITED WAY OF LONG ISLAND, DEER PARK, NY

<u>MEMBERS PRESENT:</u>	<u>MINUTES</u>	<u>MEMBERS ABSENT:</u>	<u>GUESTS</u>
Angie. P		Ed M.	John Galletta
Arthur B.		Glenn L.	Pam M.
Barbara G.		Joseph P.	
Clara C. Co-Chair		Juanita C-F.	
Clement W.		June T.	
Eileen B.		Keith A.	
Ernest B.		Lance M.	
Gaius C.		Nancy D. Co-Chair	
James C.		Paul B.	
James H.		Richard G.	
Kevin M.		Traci S.	
Marci E.			
Margaret H.			
Robert S.			
Wendy A.			
William D.			
<u>STAFF:</u>			
Georgette Beal			
Katie Ramirez			
Stephanie Moreau			

I. Welcome/Introductions

Clara C. called the meeting to order at 10:12 am. She welcomed everyone and introductions were made. A moment of silence was observed.

II. AIDS Healthcare Foundation (AHF)

Mr. John Galletta, Pharmacy Sales Representative, from AHF presented to the group on the services the pharmacy provides. He explained AHF status as a non-profit organization that outside of dispensing medications, focuses on prevention, free HIV testing, education and condoms. Mr. Galletta then opened the floor for questions/comments.

- Marci E. asked whether they would deliver on Saturdays.
 - Yes, they will.
- Kevin M. asked if they could deliver earlier in the mornings especially in cases where there is nowhere to securely leave the medication if someone isn't home.
 - If it cannot be left securely somewhere, FedEx is an option.
- Angie P. inquired how prior authorization works.

– The pharmacy does not dictate which medication needs authorization, this is decided on by your insurance carrier. AHF will work with the provider to make this process as easy as possible. The insurance ultimately dictates when the authorization is released.

- Robert S. asked if the need for a prior authorization would affect a Saturday delivery.
-No, typically the medication has been prepared before then. In the case where an emergency prescription is called in on a Saturday and an authorization is needed, this may cause an issue depending on whether or not it is a new prescription.
- Ernest B. inquired about spend down assistance. And if it applies to only drugs or supplies.
-It is for drugs only. NYS issues a hardship letter every 18 months and AHF can assist with the copayments. We will help by calling ADAP to meet your spend down and then we will forward that information along with receipts to your provider or case manager. The information cannot be sent to Medicaid by us for confidentiality reasons.
- Robert S. asked if you are allowed to transfer all of your prescriptions at once upon intake.
-Yes, AHF staff can call and ask your provider to send everything over to us, but it is best if you contact your pharmacy and tell them you no longer need the medication filled and also your provider to re-route your prescriptions to AHF.
- Clement W. inquired if AHF takes back old medications.
-We can't take back old medications by law, however, there is a drop box at the Queens location of ACQC and at the Bay Shore location of the Long Island LGBT Network where you can donate your old medication. If you chose to donate, the medication will be analyzed for potency and safety and then sent to Africa. If you need to, you can request to have AHF pick up your old medications for this purpose as well.
- Marci E. mentioned that the insurance companies can dictate where you can go for your medication, but you can request to fill at a specialty pharmacy. She used herself as an example where her insurance was dictating CVS/Caremark until she called to switch.
- William D. asked if you can be given medication in advance if you are waiting for an authorization.
-AHF will try to get you something else or work with your provider depending on formulary issues.
- Barbara D. mentioned that many drugs that are very expensive always require authorization.

Mr. Galletta then went on to show the types of medication dispensing packets offered at AHF.

1. Vials – traditional vials used for control substances and occasional over the counter medication.

2. Calendar blister pack – pre-packaged monthly packs with an am/pm option. These are more environmentally friendly than the traditional pill box.
 3. Go Pack – pre-packaged tear away packs holding up to 5 pills that are labeled with medication, dosage and am/pm. If more than 5 pills are needed for dosage, then an additional pack (or however many) will be added.
- Kevin M. mentioned how he prefers the Go Pack as it allows him to just bring it along to the doctor without having to remember all of his medications.
 - William D. asked if a 90 day supply would be available and if there are medications left on his monthly prescription could they be picked up and added to a Go Pack.
 - AHF could not pick up old meds, but they would try to arrange it so that all the medications are filled at once, even if it means giving a partial fill on some things until all of the prescriptions are caught up.
 - Ernest. B asked how it works if the insurance is billed the 1st of each month on months where there are 31 days.
 - AHF will call ADAP and adjust it.
 - Marci E. asked if non-safety or non-child proof caps are available on vials.
 - John demonstrated how you can take the vials top off and simply flip it upside down to create a non-child proof cap.
 - William D. asked if overages are met.
 - APIC can help to navigate overages and the fees around them.
 - Angie P. asked if you see different doctors for different medications if they will make it into the Go Packs.
 - AHF would hold off on filling everything until it is all there, then they would be put together in the packs. A partial fill would be available if needed.
 - Angie P. asked if there are regular delivery people or if they change and if they leave educational handouts.
 - 9 out of 10 times it will be the same person covering the area you live in. As for the handouts, you can just let AHF know that you do not want one for confidentiality reasons.
 - Katie asked if the delivery people wear uniform or are plain clothes.
 - Plain clothes for confidentiality reasons.
 - Barbara G. asked what to do if you wanted to switch to AHF.
 - You would tell your provider you wanted to switch and they would send all your medication to AHF.

- William D. inquired how a prescription needing refrigeration would be delivered.
-AHF transports these medications via cooler in their delivery vehicles. If you are home, it is passed along to you to put in the refrigerator upon delivery, if you are not home and we have permission to leave it, it will be left in a cooler bag.
- Robert S. asked if the Go Packs have your name on them and the best way to throw them away to preserve confidentiality.
-We recommend taking a Sharpie marker and blacking out the information or shredding it.

John shared a story with the group about an incident that happened in Brooklyn where a client was in the wrong place at the wrong time. He explained that the client had thrown his medication without a vial, Go Pack or any appropriate labeling on it into his pocket with the intentions of taking it when he needed while he was out. On a Friday night, he was arrested and taken into custody and questioned about what the pills were, and when he did not want to disclose what they were in front of many people, he was put into holding until someone could come and identify them. He went without his medication for that entire weekend. It could have been longer had the pills not been identified by Monday.

AHF is focused on prevention offering education, condoms and HIV tests for free. In Brooklyn, AHF owns a thrift shop “Out of the Closet” where you can shop, but also in the back you can obtain free HIV testing and speak with pharmacy staff in complete privacy.

- Ernest B. mentioned to the group that he was told the generic keychain pill holders people have can cause an issue with law enforcement if a prescription or label isn't on you.
-John stated that those are really designed for over the counter medications.
- Barbara G. asked what they would need to see a label for.
-Most cops are trained to be able to tell if it is an opiate or another illicit drug.
- Robert S. asked if there is a certain amount of extra medication you should take if travelling.
-It's a personal decision. Most insurance companies can give a vacation override if you will be travelling for a long time and are concerned.
- Clara C. asked if there were an equivalent to the Go Pack at Island Care Pharmacy.
-Yes, call and ask for the Care Pack.

John made a general announcement to the Committee. He stated that if people are happy with their current pharmacy and how everything is going with them, to please stay with that pharmacy. He also mentioned the importance of using one pharmacy for everything if possible so as not to negatively impact your care.

The Committee thanked John for his informative presentation.

III. Approval of April 13, 2018 and June 8, 2018 Minutes

The April minutes were approved without correction. A motion was made by Kevin M. and seconded by Wendy A.

7 Approved 0 Opposed 7 Abstentions

The June minutes were approved without two corrections. Margaret H. was added to the member's present column and under CAB Updates, the corrected sentence reads "*Robert S. announced that there were 93 Peer Certification graduates last week; two graduates from Options and one from Stonybrook. Eileen B. was among the graduating class*" A motion was made by Marci E. and seconded by Robert S.

7 Approved 0 Opposed 7 Abstentions

IV. CAB Update/Regional Trends

Marci updated the group with the wonderful turn out and amazing event the LTS support group had with Thursday's Child recently. She explained that this group will be held about four times a year with the venue/activity changing. The next event will most likely take place in or around October. If anyone has suggestions on things to do, please reach out to Marci directly.

Wendy A. thanked Marci and Thursday's Child for a beautiful event and was so thankful she was able to bring her friend along.

Robert S. said it was just a really fun time and that for once everyone was enjoying themselves without talking about doctors or medication. It allowed for a break from it all.

V. World AIDS Day

The floor was opened to discuss possible themes for the WAD event.

William D. suggested something around stigma – "I found what I'm looking for" whether it be a doctor, treatment or something else.

Marci E., WAD Committee Chair, explained that the theme would be around the U=U campaign.

The event will be held on Friday, November 30, 2018 at the Heritage Club in Bethpage. This is the same place as last year, it just has a different name.

Having a 'welcome station' was discussed. At \$6 per person, it offered some light snacks for attendees. The committee decided it was important, but asked it be moved to a more present location so everyone is aware of it. The committee also spoke about potentially having "greeters" set up to ensure attendees knew about it and also to welcome them to the event.

One other issue discussed was that this year, there would be coffee offered throughout the event. This was supposed to be the case last year, but it did not happen.

Marci E. mentioned that a local LGBT friendly choir had reached out to volunteer their services for the event. This was met with enthusiasm

Ms. Moreau mentioned her friend would like to volunteer her time playing a piano, if available, or keyboard and sing during the event.

The light ceremony will continue, but this year an announcement will be made to leave the lights on the table after the event ends.

Robert S. mentioned that the committee should look into getting a presentation around the International AIDS Conference that just took place.

Ms. Beal explained that at this time, the committee should suggest honorees at the event. There would be two consumers and two providers who go above and beyond honored.

Potential Nominees:

Providers

1. Dr. S Ahmed (NUMC)
2. Dr. R McLaughlin, DDS
3. Allison Covino, Options for Community Living
4. Blanca Nunez, Circulo de la Hispanidad
5. Ramon Rivas, EOC of Suffolk
6. Roxanna Servalone, NUMC
7. Carol Jenkins, Total Care Pharmacy
8. Martine Michel-Toure, NUMC
9. John Gallotta, AHF Pharmacy
10. Dominick Letteire, STAT Pharmacy
11. Georgette Beal, UWLI
12. JoAnn Henn, UWLI

Consumers:

1. Clara C.
2. Wendy A.
3. Clement W.
4. Eileen B.

VI. Announcements/Adjournment

Wendy A. announced she had access to gently used toys if anyone was looking for donations.

Kevin M. announced he was involved in planning a social event at North Shore University Hospital around Valentine's Day.

Marci E. announced that on NBLACA was hosting a National Faith and HIV and AIDS Awareness Day on Sunday 8/26 from 10-1 at the L.I. Community Fellowship Church in Babylon where she will be a guest speaker

A motion was made by Kevin M. and seconded by Robert S. to adjourn the August 10, 2018 Consumer Involvement Committee meeting. **All in Favor-Motion carried**