



www.HepFree.NYC

2014 NYC HEP Health Care Access Training

NYC Hep C Task Force | Hep B Coalition | Centers for Medicaid and Medicare Services (CMS)
December 10th (12:30 - 5 PM) 26 Federal Plaza - NYC - 38th Floor - Room 110

Agenda

Welcome Frank Winter, Centers for Medicaid & Medicare Services (Frank.Winter@cms.hhs.gov) Nirah Johnson, NYC Health Department, Viral Hepatitis (NJohnso2@health.nyc.gov)	1 – 1:15
The Affordable Care Act & Viral Hepatitis: National Overview & Policy Update Xavier Robinson, Senior Manager, National Alliance of State and Territorial AIDS Directors (NASTAD) Health Care Access Team (xrobinson@nastad.org)	1:15 – 1:45
2014 NYC Health Insurance Enrollment Information & Resources Kate Engst, Associate Supervising Attorney, Community Health Advocates (kengst@cssny.org)	1:45 – 2:15
NYC Hep Patient Navigator Network Paul Bolter, American Liver Foundation (PBolter@liverfoundation.org) Introduction of NYC Hepatitis Patient Navigators working city-wide New! Monthly NYC Hep Patient Navigator Tours of leading Hep B & C Medical Programs.	2:15 – 2:30
Break	2:30 – 2:45
Hep B Patient Navigation & Care Coordination: Current Core Activities. Angel Chen, Patient Navigator & Nicole Bannister, MPH, Hep B Associate, Charles B Wang Community Health Center (nbannister@cbwchc.org)	2:45 - 3
Hep C Patient Navigation & Care Coordination: Current Core Activities. Angela Woody, Patient Navigator, Mount Sinai Primary Care Hep C Program (angela.woody@mountsinai.org)	3:00 – 3:15
Health Care Access for Uninsured HepCap: NYS DOH program covers cost of care for HCV mono-infected patients. Jocelyn Camacho, MPH, Outreach Coordinator - The Hepatitis C Education and Liver Screening (H.E.A.L.S.) Program , Mount Sinai (jocelyn.camacho@mountsinai.org)	3:15 – 3:30
HHC Public Hospitals & Federally Qualified Health Centers: Provide services on a sliding scale. Learn more: www.NYCHepBC.org > Find Testing & Care	
Hep C Medication Fair Pricing and NYS Advocacy Matt Curtis, MPH - VOCAL-NY (matt@vocal-ny.org)	3:30 – 3:45
NYC Hep C Local Specialty Pharmacies: Hepatitis Supportive Services Ronald Francios, Aureus Health Services (rfrancois@aureushealthservices.com)	3:35 - 4
New NYC Hep B & C Patient Navigation Programs Check Hep B, Check Hep C & IDUHA Hep C Peer Navigation Program	4 – 4:15
CMS Health Care Innovations Award Project INSPIRE: Innovate & Network to Stop HCV & Prevent complications via Integrating care, Responding to needs and Engaging patients & providers Fabienne Laraque, MD, NYC Health Department, Viral Hepatitis Surveillance, Prevention & Control (FLaraque@health.nyc.gov)	4:15 - 4:45

Key Issues 2014

Open for Public Comment

- Harvoni: NYS Medicaid Clinical Criteria: Send comments to dur@health.ny.gov

Screening & Vaccination: Covered under ACA!

- **Centers for Disease Control (CDC) & US Preventative Services Task Force (USPSTF) recommend viral hepatitis vaccination and/or screening for people at risk.** Due to these recommendations, ACA compliant health insurance plans are required to cover Hep B Vaccination and Screening, and Hep C Screening - with no cost sharing.
Learn more: www.cdc.gov/nchhstp/PreventionThroughHealthCare/PreventiveServices/Hepatitis.htm

If Health Insurance is not covering services see website for Complaint & Appeals

www.health.ny.gov/health_care/managed_care/complaints

NYS Law mandates that health care providers offer **Hep C Screening to Baby Boomers** (born 1945-1965) and follow up care or referral to care for patients that test positive.

- Learn more:
www.health.ny.gov/diseases/communicable/hepatitis/hepatitis_c/rapid_antibody_testing/faqs.htm

Community Screening and Medical Programs for the Uninsured: www.nycheepbc.org/resources/site-locator

Find Testing & Care for Hepatitis C Patients

Hepatitis Services Site Locators

- **NYC Health Department Site Locator**
 - For more information visit: www.NYC.gov/health/sitelocator
- **American Liver Foundation** National Provider Online Locator or Hepatitis C **Helpline 800-GO-LIVER**
 - For more information visit: <http://hepc.liverfoundation.org/find-a-healthcare-provider/new-york>

Special NYC Hepatitis Programs

- **Referrals for the Uninsured & Undocumented.** Free & Low Cost Testing, Care & Treatment.
 - For more information visit: <http://nycheepbc.org/resources/health-care/uninsured>
- **Check Hep C:** Free Patient Navigation Program
 - For more information visit: <http://nycheepbc.org/checkhepc>
- **Check Hep B:** Free Patient Navigation Program
 - For more information visit: <http://nycheepbc.org/check-hep-b>
- **NYC Hep B & C Community Testing Programs**
 - For more information visit: <http://nycheepbc.org/testing-sites>
- **NYC Hep Patient Navigation or Care Management Services**
 - For more information visit: <http://nycheepbc.org/hepatitis-patient-navigator-network>

Supportive Services Site Locators

- **1800-LIFENET** provides 24 hour crisis hot-line and referrals for mental health and substance abuse treatment in NYC.
 - For more information visit: www.nyc.gov/html/doh/teen/html/feeling-ok/lifenet.shtml
- **Substance Abuse Treatment Facility Locator** (SAMHSA) National Database
 - For more information visit: <https://findtreatment.samhsa.gov>
- **Expanded Syringe Access Program Pharmacies** (ESAP):
http://www.health.ny.gov/diseases/aids/providers/prevention/harm_reduction/needles_syringes/esap/providers.htm
- **Buprenorphine Physician and Treatment Locator** is on-line resource designed to assist in locating physicians and treatment programs authorized to treat opioid addiction with buprenorphine.
 - For more information visit: http://buprenorphine.samhsa.gov/bwns_locator

Health Insurance Access Resources for Hepatitis Patients

Finding Health Insurance

- **NYC Health Insurance ACCESS Link:** Helps citizens and small businesses in search of health insurance. The office has two key priorities:
 - To ensure that uninsured New Yorkers who are eligible for public health insurance programs such as Child Health Plus and Medicaid are enrolled.
 - To expand access to health insurance for the City's small businesses, sole proprietors and working individuals.
 - For more information visit: www.nyc.gov/html/hia/html/home/home.shtml
- **NYS Health Insurance Marketplace:** is an organized marketplace designed to help people shop for and enroll in health insurance coverage. Individuals, families and small businesses can use the Marketplace to help them compare insurance options, calculate costs and select coverage online, in-person, over the phone or by mail. The Marketplace helps people to check their eligibility for health care programs like Medicaid and sign up for these programs if they are eligible. The Marketplace also tells what type of financial assistance is available to applicants to help them afford health insurance purchased through the Marketplace.
 - For more information visit: www.nystateofhealth.ny.gov
- **Healthcare.gov:** is provided by the federal government to help you find private health plans available outside the Health Insurance Marketplace. We want you to find health insurance that best fits your budget and meets your needs.
 - For more information visit: <https://finder.healthcare.gov>
- **Community Health Advocates:** NY Statewide program to help people of all ages find insurance and resolve insurance issues with help available in multiple languages from community partners. (888) 614-5400.
 - For more information visit: www.communityhealthadvocates.org
- **Health Information Tool for Empowerment (HITE):** is an online resource for social workers, discharge planners, and other information and referral providers. HITE's comprehensive customizable directory helps the health and social services workforce provide fast, accurate linkages for uninsured and low-income individuals in the community.
 - For more information visit: www.hitesite.org
- **Health Insurance Information Counseling and Assistance Program (HIICAP):** provides information on low income programs such as the Elderly Pharmaceutical Insurance Coverage (EPIC) Program, Medicare Savings Programs, "Extra Help" prescription assistance and pharmacy discount programs. New York State has a number of programs for those with low incomes that make it easier to afford health care. (800) 701-0501.
 - For more information visit: <https://ny.getcare.com/learn-HIICAP.php>
- **Public Benefits Resources Center:** Tools for accessing all public benefits.
 - For more information visit: www.cssny.org/programs/entry/center-for-benefits-and-services
- **Benefits Checkup:** is a free service of the National Council on Aging (NCOA), a nonprofit service and advocacy organization in Washington, DC.
 - For more information visit: www.benefitscheckup.org
- **Medicare Rights Center:** is a national, nonprofit consumer service organization that works to ensure access to affordable health care for older adults and people with disabilities through counseling and advocacy, educational programs and public policy initiatives.
 - For more information visit: www.medicarerights.org
- **NYC Managed Care Consumer Assistance Program (NYC MCCAP):** Provides trainings and patient assistance.
 - For more information visit: www.communityhealthadvocates.org

Special Health Insurance Programs & Exceptions

- **Medicaid Buy in Program for Working People with Disabilities:** offers Medicaid coverage to people with disabilities who are working, and earning more than the allowable limits for regular Medicaid, the opportunity to retain their health care coverage through Medicaid. This program allows working people with disabilities to earn more income without the risk of losing vital health care coverage.
 - For more information visit: www.health.ny.gov/health_care/medicaid/program/buy_in/index.htm
- **Medicaid Excess Income (“Spenddown” or “Surplus Income”) Program:** You must be under age 21, age 65 or older, certified blind or certified disabled, pregnant or a parent of a child under age 21. This allows you to become eligible for Medicaid even though your monthly income is too high.
 - For more information visit: www.health.ny.gov/health_care/medicaid/excess_income.htm
- **Emergency Medicaid:**
 - For more information visit: www.health.ny.gov/health_care/medicaid/emergency_medical_condition_faq.htm

If a health insurance plan is not covering services compliant can be filed:
www.health.ny.gov/health_care/managed_care/complaints

Coalition Partner Health Insurance Enrollment Programs

Organization with In-Person Health Insurance Navigators	Bronx	Brooklyn	Manhattan	Queens	Staten Island
Bronx Lebanon Hospital Center: www.bronx-leb.org	X				
BronxWorks: www.bronxworks.org	X				
Coalition for Asian American Children and Families: www.cacf.org	X	X	X	X	
Community Service Society of New York: www.cssny.org	X	X	X	X	X
Hispanic Federation: www.hispanicfederation.org	X	X	X	X	X
Morris Heights Health Center Inc: www.mhhc.org	X		X		
Public Health Solutions: www.healthsolutions.org	X	X	X	X	X
Westchester County Department of Health: www.health.westchestergov.com	X				
Brooklyn Perinatal Network Inc: www.bpnetwork.org		X			
Addabbo Family Health Center: www.addabbo.org		X		X	
APICHA Community Health Center: www.apicha.org			X		
Lesbian & Gay Community Services Center: www.gaycenter.org			X		
NADAP Inc: www.nadap.org			X		
Safe Space NYC Inc: www.safespaceny.org				X	
Community Health Center of Richmond: www.chcrichmond.org					X
Jewish Community Center of Staten Island: www.sijcc.org					X

Hepatitis care and treatment for the uninsured or underinsured

- **Hep-Cap:** Hep C evaluation, care and treatment **at no cost** to eligible Hepatitis C monoinfected patients. Funded by the NYS Department of Health. Two locations:
 - **Mount Sinai Primary Care Hep C Program.**
 - For more information contact: Jocelyn.camacho@mountsinai.org
 - **Albert Einstein College of Medicine, Division of Substance Abuse.**
 - For more information contact: lcockerham-colas@dosa.aecom.yu.edu
- **Public Hospitals (HHC) and Federally Qualified Health Centers (FQHC)** provide services on a sliding scale and are required to provide care regardless of ability to pay.
 - To find Hepatitis clinics in these systems, see www.nyc.gov/health/sitelocator
 - For more information visit: http://findahealthcenter.hrsa.gov/Search_HCC.aspx
- **HHC Options** - Through HHC Options, low and moderate-income HHC patients can get affordable healthcare. HHC helps patients apply for public health insurance programs for which they may qualify. If a patient is not eligible for public insurance, we reduce the patient's fee to an affordable amount, based on family size and income. For example, a child in a family of four whose annual income is between \$57,626 and \$69,150 can be seen at an HHC hospital or clinic for a fee of \$15 per visit.
 - For more information visit: www.nyc.gov/html/hhc/html/patients/ForPatients-Paying-Options.shtml
- **Clinical Trials.gov.** Some trials are open to people without health insurance
- **Medications** can be covered by pharmaceutical assistance programs.
 - For more information visit: www.nycheabc.org/resources/health-care/medications
- **Office of Citywide Health Insurance Access:** Health Care Resources for the Uninsured
- **Options for the Uninsured Booklet:** Community Health Advocates. Community Health Advocates (CHA) has created this guide to help people learn about the range of ways you can get access to health care and/or health insurance. English, Spanish, Korean
 - For more information visit: <http://communityhealthadvocates.org/publications/options-uninsured-booklet>

Medication Coverage & Prior Authorization

- **New York State Medicaid Managed Care and Family Health Plus Pharmacy Benefit Information Website:** Provides easy access for members and providers looking for information on the drugs and supplies covered by different Medicaid and Family Health Plus health care plans.
 - For more information visit: www.pbic.nysdoh.suny.edu
- **NYS Department of Health Medicaid Pharmacy Program** contact information for questions, issues: (ppno@health.state.ny.us).
- **Pharmacy Choice: NYS Law A05502B prohibits health companies from mandating mail order pharmacy:** If the consumer does not have a clear option, a complaint can be filed through Attorney General's Health Care **Consumer's Help Line 1-800-342-3736.**
- **Specialty Pharmacies in NYC area:** Help with ordering medications, prior authorization, counseling patients about use, and providing treatment adherence support.
 - For more information visit: www.nycheabc.org/specialty-pharmacies
- **CoverMyMeds:** Service that helps physicians and pharmacists complete Prior Authorization and other insurance coverage determination forms for any drug and almost all drug plans.
 - For more information visit: www.covermymeds.com/main

Assistance with Medication Cost

Pharmaceutical Company Patient Assistance Programs

- Pharmaceutical Assistance Programs: Hepatitis B. www.HBVAdvocate.org
- Pharmaceutical Assistance Programs: Hepatitis C. www.HCVAdvocate.org
- Sovaldi Support Path Program: www.mysupportpath.com
- Olysio Support: www.olsio.com
- Astellas Patient Assistance Program: www.us.astellas.com
- Xifaxan Assistance Program: www.xifaxan550.com
- Gilead U.S. Patient Access: www.gilead.com/responsibility/us-patient-access
- Bristol-Myers-Squibb All in One Access Program for Baraclude: www.baraclude.com/all-in-one-access-program.aspx
- Kadmon Patient Assistance Program for Ribasphere 1-888-668-3393
- Pegassist Support Program: www.pegasys.com/patient/for-patients/register

Private Patient Assistance Programs

- **Partnership for Prescription Assistance Programs:** www.pparx.org/prescription_assistance_programs
 - Brings together America's pharmaceutical companies, doctors, other health care providers, patient advocacy organizations and community groups to help qualifying patients without prescription drug coverage get free or low-cost medicines through the public or private program that's right for them.
 - **Medications Covered:**
 - **Hep B:** Hepsera (Adefovir), Baraclude (Entecavir), Epivir HBV (Lamivudine), Tyzeka (Telbivudine), Viread (Tenofovir), Intron A (conventional interferon), Pegasys (pegylated interferon)
 - **Hep C:** Olysio (simeprevir), Sovaldi (Sofosbuvir), Victrelis (Boceprivir), Incivek (Telaprevir), Infergen (Interferon alfacon-1), Intron A (conventional interferon), Pegasys (pegylated interferon), Pegintron (peginterferon alfa-2b)
- **Patient Access Network (PAN):** www.panfoundation.org
 - Independent non-profit organization that provides assistance to under-insured patients for their out-of-pocket expenses for life-saving medications. Has Hep B & Hep C assistance! You can view and distribute this brochure about PAN services for Hep B & C patients.
 - **Medications covered:**
 - **Hep B:** Hepsera (Adefovir), Baraclude (Entecavir), Epivir HBV (Lamivudine), Tyzeka (Telbivudine), Viread (Tenofovir), Intron A (conventional interferon), Pegasys (pegylated interferon)
 - **Hep C:** Olysio (simeprevir), Sovaldi (Sofosbuvir), Victrelis (Boceprivir), Incivek (Telaprevir), Infergen (Interferon alfacon-1), Intron A (conventional interferon), Pegasys (pegylated interferon), Pegintron (peginterferon alfa-2b)
- **NeedyMeds:** www.needy meds.org/index.htm
 - Non-profit information resource devoted to helping people in need find assistance programs to help them afford their medications and costs related to health care.
 - **Medications covered:**
 - **Hep B:** Hepsera (Adefovir), Baraclude (Entecavir), Epivir HBV (Lamivudine), Tyzeka (Telbivudine), Viread (Tenofovir), Intron A (conventional interferon), Pegasys (pegylated interferon)
 - **Hep C:** Olysio (simeprevir), Sovaldi (Sofosbuvir), Victrelis (Boceprivir), Incivek (Telaprevir), Infergen (Interferon alfacon-1), Intron A (conventional interferon), Pegasys (pegylated interferon), Pegintron (peginterferon alfa-2b)
- **NYCRx:** www.nycrx.org
 - Non-profit organization working to increase access to affordable medications for medically underserved communities. Free Discount Prescription Card and list of partnering health centers with drug discount programs for their patients.

- **Chronic Disease Fund:** www.cdfund.org
 - Non-profit charitable organization that helps people with chronic disease, cancer and other life-altering conditions obtain the life-savings medications they need. Disease states may open and close throughout the year as funds are diminished or become available.
 - **Medications covered:**
 - **Hep B:** Intron A (conventional interferon), Pegasys (pegylated interferon)
 - **Hep C:** Intron A (conventional interferon), Pegasys (pegylated interferon), PegINTRON (peginterferon alfa-2b)

- **RxAssist:** rxassist.org
 - Comprehensive database of patient assistance programs, as well as news and practical tools.
 - **Medications covered:**
 - **Hep B:** Hepsera (Adefovir), Baraclude (Entecavir), Epivir HBV (Lamivudine), Tyzeka (Telbivudine), Viread (Tenofovir), Intron A (conventional interferon), Pegasys (pegylated interferon)
 - **Hep C:** Olysio (simeprevir), Sovaldi (Sofosbuvir), Victrelis (Boceprevir), Incivek (Telaprevir), Infergen (Interferon alfacon-1), Intron A (conventional interferon), Pegasys (pegylated interferon), PegINTRON (peginterferon alfa-2b)

Patient Assistance Program: Income Caps

- **Sovaldi (gilead):** The program is open to those with a maximum household income of \$100,000 for up to a family of 3, and 500% FPL for families with 4 or more members.
- **Olysio (Janssen):** To qualify, the household income must be under 500% FPL.
- **Procrit:** Janssen's program covers people with incomes up to 400% of FPL.
- **PegINTRON and Victrelis (Merck and Co.):** The ACT program covers people who fall within 500% FPL.
- **Incivek (Vertex Pharm):** People who qualify must have a household income less than \$100,000 per year.
- **Pegasys:** For a family size of 1-2 the income limit is \$32,490-\$43,710.

Local Specialty Pharmacy Coalition Partners

The NYC pharmacies listed below provide Hep B & C Treatment Adherence Programs. These local specialty pharmacies can help with ordering medication, counseling patients about use, and providing treatment adherence support.

- **For a full list of (Expanded Syringe Access Program) ESAP pharmacies in New York**, visit this link: www.health.ny.gov/diseases/aids/providers/prevention/harm_reduction/needles_syringes/esap/providers.htm
- **Aureus Health Services Specialty Pharmacy**
 - Janet Escalante: (718)-775-5018 jescalante@towntotal.com
 - Melville, NY 11747 Main: (800) 676-4886 Fax: (516) 249-7432
 - Website: <http://aureushealthservices.com/specialty-pharmacy>
 - Core Services: Hepatitis C and HIV-HCV co-infection treatment program: Proactive prior authorization and prescription renewals. Customized patient Medication Adherence support; Total Packs" unit dose packages. Interventions for at-risk, non-adherent patients. Monthly adherence phone calls. In services/trainings provided to physician/clinic staff/ Health and nutrition workshops for patients. Summary compliance reports for all of the prescriber's patients on-service. FREE DELIVERY
- **CarePlus New York/CVS Caremark Specialty Pharmacy**
 - Brett Douglas: (212) 807-8798 Brett.douglas@caremark.com
 - Website: www.cvscaremarkspecialtyrx.com/wps/portal/specialty
 - Services: Dedicated Pharmacists with expertise in HCV, Registered nurse team telephones patients to provide therapy education and support, Benefits verification for both medical and pharmacy insurance, Financial assistance coordination, Prior authorization assistance, Side effect and adherence management, Lab and physician appointment reminders, 24/7 Clinical Phone Support.
- **City View Pharmacy** - Harry Xidias: (718)545-2550 noel@cityviewpharmacy.com
 - Website: www.cityviewpharmacy.com
 - Services: Custom Medication Schedules, Custom Information Packets, Custom Blister Packs, Free Prescription Delivery, Monthly Reminders, Expertise in HIV/HCV Co-infection.
- **Echo Pharmacy** – Steven Linick: (917) 450-3209 SLinick@Echodrx.com
 - Website: www.echomeds.com/pages/Specialty/HepatitisC.html
 - Services: Custom Medication Schedules, Custom Information Packets, Custom Blister Packs, Co-mingled Packets, Pill Boxes, Free Prescription Delivery, Monthly Reminders, Provide Educational Lectures (Hepatitis).
- **Evers Pharmacy** – Dave Watts: (718) 292-0900 dave@eversrx.com
 - Website: www.eversrx.com
 - Services: Custom Blister Packs, Delivery 7 Days a Week, Experience with High Risk Individuals/ Homeless/Substance Abusers, Co-located with HELP/PSI Health & Wellness Center, Within a Harm Reduction Center, Co-Pay Assistance, Free Consultation, ESAP.
- **HealthPath Pharmacy**-Ed Altman:(718) 686-6677, 1844HEPCNYC, ed@merrickpharmacy.com
 - Website: <http://www.healthpathpharmacy.com>
 - Services: Refill alerts (RefillAlert.com), prior-authorization assistance, behavioral health services, laboratory services, dental care, health education services, and specialty care services(including hepatitis C), medication coverage costs for uninsured patients.
- **Kings Pharmacy** – Nancy Liu: (718) 230-3535 nancy.l@kingsrx.com
 - Website: www.kingsrx.com/hepatitis.htm
 - Services: Custom Blister Packs, Pill Boxes, Delivery w/in Tri-State area, Clinical Pharmacist on Staff, Help Patients enroll in Prescription Programs, Direct assistance obtaining medications. One-on-one medication counseling, Monthly patient follow-ups, Hep C medications available on hand, ESAP (ESAP specifically at Clarkson Ave Brooklyn location).

- **Le Med Pharmacy** - Steven Mangual: (718) 231-4040 steven.lemedr@gmail.com
 - Website: www.lemedpharmacy.com
 - Services: One-on-one medication counseling, direct advocacy regarding linkages to care (Hep C specialist), insurance and prior authorization assistance, Hep C workshops, assistance obtaining medications, Delivery 7 days a week , bi-weekly Hep C support group, and on-going individual supportive services.

- **Merrick Pharmacy** – Edward Altman: (917) 292-1550 ed@merrickpharmacy.com
 - Services: Custom Medication Schedules, Custom Blister Packs, Free Prescription Delivery, Bedside Counseling, Pill Boxes, Co-Pay Assistance, Refill alerts (RefillAlert.com), Prior-authorization assistance, Behavioral health services, Laboratory services, Dental care, Health education services, and Specialty care services(including hepatitis C), Medication coverage costs for uninsured patients. When Emailing Scripts, or faxing, to Merrick Pharmacy, please call to verify the information has been processed. For 24/7 support contacts Ed at 917-292-1550.

- **MinuteClinic Hep C Services**
 - Website: <http://www.cvs.com/minuteclinic>
 - Services:Rapid antibody test (finger stick blood sample), Results given to patient immediately, Patients testing reactive (Positive) referred to PCP for further evaluation and testing, Patient education material provided, Approx 30 min visit (test takes 20 min to develop), Most insurances accepted, NP/PA visit – all locations in NY, HIV testing also available at NY MinuteClinic locations.

- **Pilgrim Pharmacy Inc.**- Ray Macioci: (718) 823-1085 pilgrimpharmacy@gmail.com
 - Website: PilgrimPharmacy.com Fax (718) 828- 7491
 - Service: Services: Free 7 -Day-a-Week Home delivery throughout the tri-state area, scheduled at times convenient for patients. Personal, individualized assistance in obtaining both prior authorizations and sources of financial assistance for co-pays. Prescription refill and adherence reminders, Medication containers, Educational materials (including bilingual monographs), Staff pharmacist always on call (24/7) to answer questions.

- **Specialty Connect – Specialty medication pick up at CVS Retail Stores**
 - Maureen Espensen: (847) 559-5619 maureen.espensen@caremark.com
 - Website: <http://info.cvscaremark.com/newsroom/press-releases/cvs-caremark-launches-innovative-specialty-connect-program-all-cvspharmacy>
 - Services: Provides insurance guidance and clinical support for specialty drugs.

- **STAT Pharmacy** - Sylvia Nieves: (718) 538-4754 SylviaN@statrxpharmacy.com
 - Services: Peer Education/ Support Groups, Free Prescription Delivery, Provides Educational Lectures (ex: Hepatitis C & Health 1st Insurance Co), Covers 100% of HCV medication for those without Insurance, ESAP.

- **Watson's Pharmacy** - Jerry Louie: (718) 359-1187
 - Services: Support group once a month for HCV, Financial assistance, Help for undocumented, Education Lectures on Adherence & healthy Lifestyles, Pill Boxes, Custom Blister Packs, Free Prescription Delivery, ESAP.

- **City Drugs** - Alex Zeygeril: 1273 First Avenue New York ,NY 10065; 212-988-4500; alex@citydrugsonline.net
 - Website: www.citydrugsonline.net
 - Services: offered relative to hepatitis patients. Provided monthly Hepatitis support group and providing Patient linkage to care program.