

# HCV Treatment and Insurance Protocol

This document was created and generously shared by the Hepatitis C team at MedStar Washington Hospital Center in Washington, DC. For more information, please contact: Idene Perez, [Idene.E.Perez@medstar.net](mailto:Idene.E.Perez@medstar.net)

1. Patient to be seen by a provider and become an established patient
  - a. Patient to be assessed by Social worker prior to being seen as a New Patient
2. Lab results are to be ordered by the physician and completed by the patient.
  - a. Medicaid and MedStar Patients:
    - i. Must complete a drug screening prior to submitting a Prior authorization
      1. No prior history of drugs or alcohol abuse only requires 1 urine sample
      2. Prior history of drug or alcohol abuse requires 3 urine samples, collected one month apart for 3 consecutive months.
      3. Clinical notes to show a date of when patient quit alcohol or substance abuse, which should indicate a total of 3 months clean of any substances.
3. Diagnostics ordered at first visit: MRI, CT, US, etc.,
4. Once patient is notified that the HCV treatment process for the medication(s) will begin:
  - a. Treatment Navigator or provider to review and sign medication adherence form
  - b. Treatment navigator or provider to review and sign lost/misplaced medication protocol
  - c. A copy to be given to the patient
  - d. A copy to be scanned into the chart
  - e. Original is given to the treatment navigator.
5. Once treatment navigator receives Medication adherence form and the misplaced/lost medication protocol and flagged in centrlicity:
  - a. Allow treatment navigator 5-7 business days to gather appropriate documentation.
    - i. Documentation includes:
      1. Complete proper prior authorization form\*
      2. Office notes
      3. Lab results
      4. Diagnostic results
  - b. Provider to review paperwork and sign accordingly
    - i. Determine if medications will be mailed to the patient's home or the provider's office.
  - c. A medication authorization note is opened for each individual drug
    - i. Providers should NOT sign the medication note until the treatment navigator has routed the note to be signed to the physician
6. Completed paperwork is to be faxed to Nicole at Acaria. Except:
  - a. Aetna patients are to be faxed to Eneida (P) 866.211.1757 Ext 5135336 (F) 860.907.3872
  - b. BCBS FEP: Complete form online or call for Prior Authorization
  - c. UHC: Complete through Navinet\*
  - d. Cigna: Complete through Navinet\*

Protocol Approved  
Date: \_\_\_\_\_

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7. Acaria will communicate with the treatment navigator directly via e-mail or fax. I will be notified of the following:
  - a. Any patients insurance that requires their information to be forwarded to another specialty pharmacy
  - b. Any pending information needed to continue with the process to get approval for the medication requested
  - c. Approval and denial notification will be sent via e-mail and the insurance company will fax a copy of the approval/denial letter
8. If the patient is denied:
  - a. A denial letter will be faxed to the office
  - b. Denial letter is to be faxed to Acaria
  - c. Acaria will draft a denial appeal letter
  - d. Physician to review letter of appeal and sign
  - e. Letter to be faxed to Acaria to start the appeal for the denial process
  - f. Medication authorization note is to be update.
9. If patient is approved:
  - a. Office will receive an approval letter
  - b. Approval letter is to be given to the treatment navigator
  - c. Treatment navigator will contact the pharmacy and know when and if the medication has been shipped
  - d. Patient will be notified within 1 business of medication approval and proper steps to take to receive the medication
  - e. Patient to be scheduled within 1 week of receiving the medication, unless the patient is unable to meet those recommendations, appointment will be scheduled to meet the patients needs
  - f. Treatment navigator to update medication authorization note in system and forward note to the provider.
    - i. Provider may sign note at this time.
10. When patient arrives to first appointment to start treatment:
  - a. Patient is to meet with the treatment navigator to schedule remaining appointments for the duration of the treatment
  - b. Patient is to be added to the HCV treatment database
  - c. Patient to be educated of all contact information of the treatment navigator

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Dr. Dawn Fishbein

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Idene Perez, Treatment Navigator

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Alexander Geboy, Program Manager

Protocol Approved  
Date: \_\_\_\_\_