

## PLAN

A Plan Do Study Act (PDSA) was conducted to help increase CADAP enrollment via the online portal with our Medical Case Managers (MCM) from Q4-2024 to Q1-2025.

We want to determine how many MCMs are really utilizing the web portal vs. faxing or emailing the clients' CADAP applications. Many of the MCMs have access to the web portal, yet they still prefer to fax/email the client's CADAP application versus submitting directly through the web portal.

### Intervention Strategies

Encourage MCMs to utilize the CADAP online web portal and reduce reliance on faxing and emailing client applications we :

1. Assessed current usage patterns
2. Case managers provided us with there comprehensive step by step process on how to electronically fill and send the application
3. Communicated the benefits and concerns of the portal
4. Addressed the concerns
5. Monitor, support and provide feedback

### Intervention Population

Medical Case Managers assisting clients who are enrolling/ re-enrolling in the Connecticut Drug Assistance Program (CADAP)



### QI Project Team

**Health Program Supervisor:** Africka Hinds  
**CADAP Liaison:** Melinda Vazquez-Yopp  
**CADAP Coordinator:** Mitchell Namias  
**Medical Case Manager:** Ruth Garcia  
**Case Manager:** Vanessa Rosado; Zaidelyn Lebron  
**Pharmacy Benefits Manager:** Prime Therapeutics



### Implementation Activities

How we started off small:

- We worked with 1 Health Care Ryan White facility (Hartford Community Care Center) who was able to begin the on-line application process and follow through with an email stating the client was missing information.

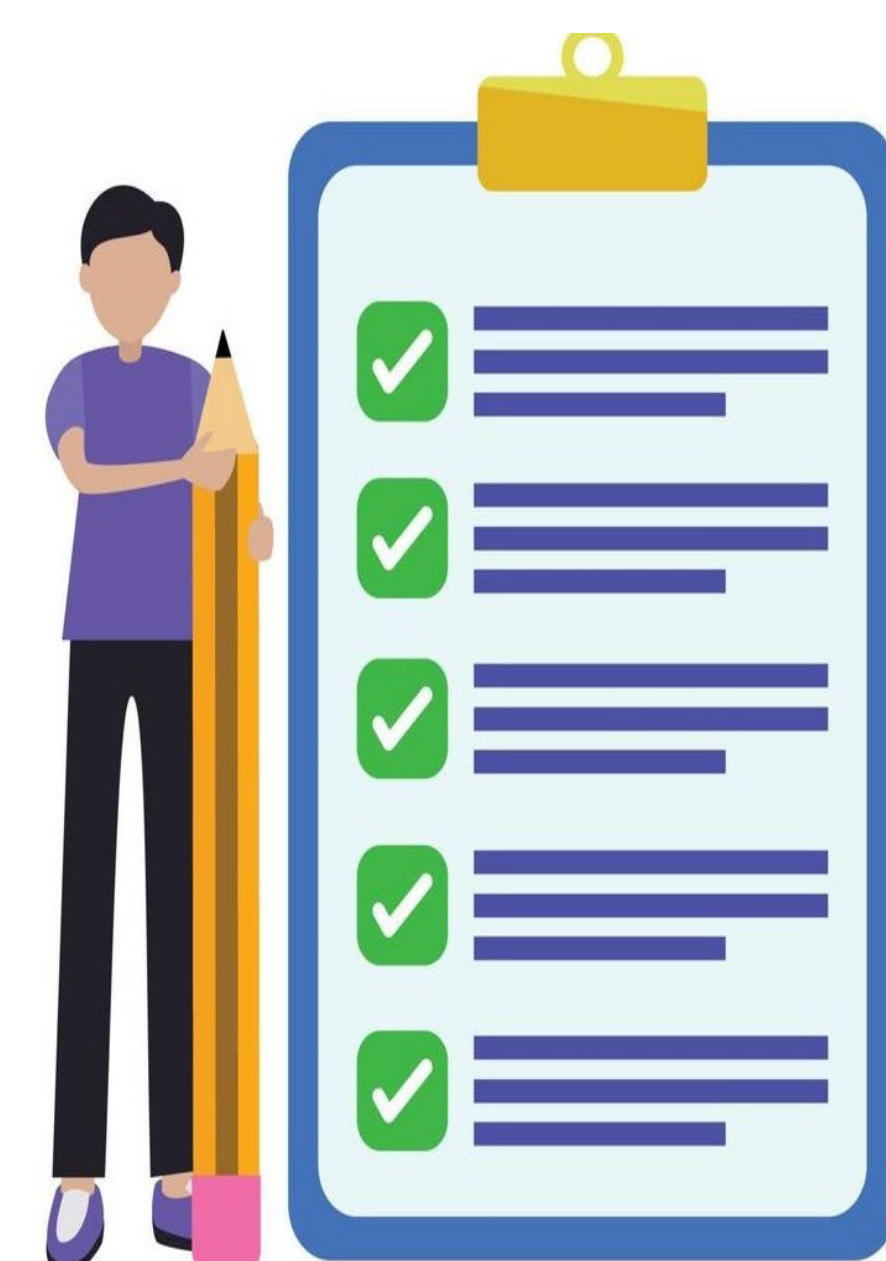
How we expanded the PDSA cycles:

PDSA cycle	# of clients	# processed	% Completed
1	1	1	0

How many PDSA cycles we completed before we decided a process become the 'business as usual' way of working:

- Only 1 process was able to be Processed due to timing, client appointment, and the ease of the on-line portal application process

## DO



Create a survey/worksheet for MCMs at one of the facilities and have them track the process of CADAP enrollment via online submissions over one quarter.

Capture their feedback in the survey/worksheet and report feedback along with data and analytic issues to the Pharmacy Benefits Manager, Prime Therapeutics.

Compare new and re-enrollment CADAP applications submitted via fax, email, paper, and online portal from Quarter 4 of 2024 to Quarter1 of 2025 to see if there was any increase to online applications.

## ACT



Review with Medical Case Managers and Prime Therapeutics the feedback and ease of submitting CADAP enrollment applications online and determine if the online portal is a more feasible process. If the process is feasible, how can we implement alongside other facilities to best utilize this process.



### Lessons Learned & Impact on Increase of CADAP On-line Enrollments

What did not work well?



- The difficulties with utilizing the online portal for the Medical Case Managers
- Complexities with the application process with the bouncing back and forth to the original case worker and hard stop uploading of lab information.

What worked somewhat?



The Case Managers were able to collaborate together to figure out a better mechanism to finish off the CADAP application

What worked well?



The Case Manager was unable to complete the application through the on-line portal; she still was able to complete the application via paper and fax over which seems to be the over all preference for now

What lessons do you want to share with others?

Its essential to first understand the underlying reason as to why the Case managers prefer to fax or email the clients CADAP applications despite having access to the CADAP portal.

What impact did this project have?

- Challenges:**
1. Time Effectiveness
  2. Technical Barriers
  3. Better efficient process

- Positive Impacts:**
1. Collaboration
  2. Feedback

**In summary:** This PDSA gave us a better understanding on the reasoning to why some case managers prefer to fax /email CADAP applications rather than submitting through the CADAP portal. Many of the challenges were related to the interface with the portal and dashboard along with the efficiency of the online process and importing of the labs and the importance of real-time data updates and verification of application submission. Prime Therapeutics is working on better ways to improve the interface in the portal as feedback has been given to help with improving the process of on-line enrollments for our HIV case mangers.

## STUDY

Review, analyze and track the utilization and enrollment data quarterly of how many CADAP applications are being submitted through the online portal.

MRx Enroll Dashboard by Source Type

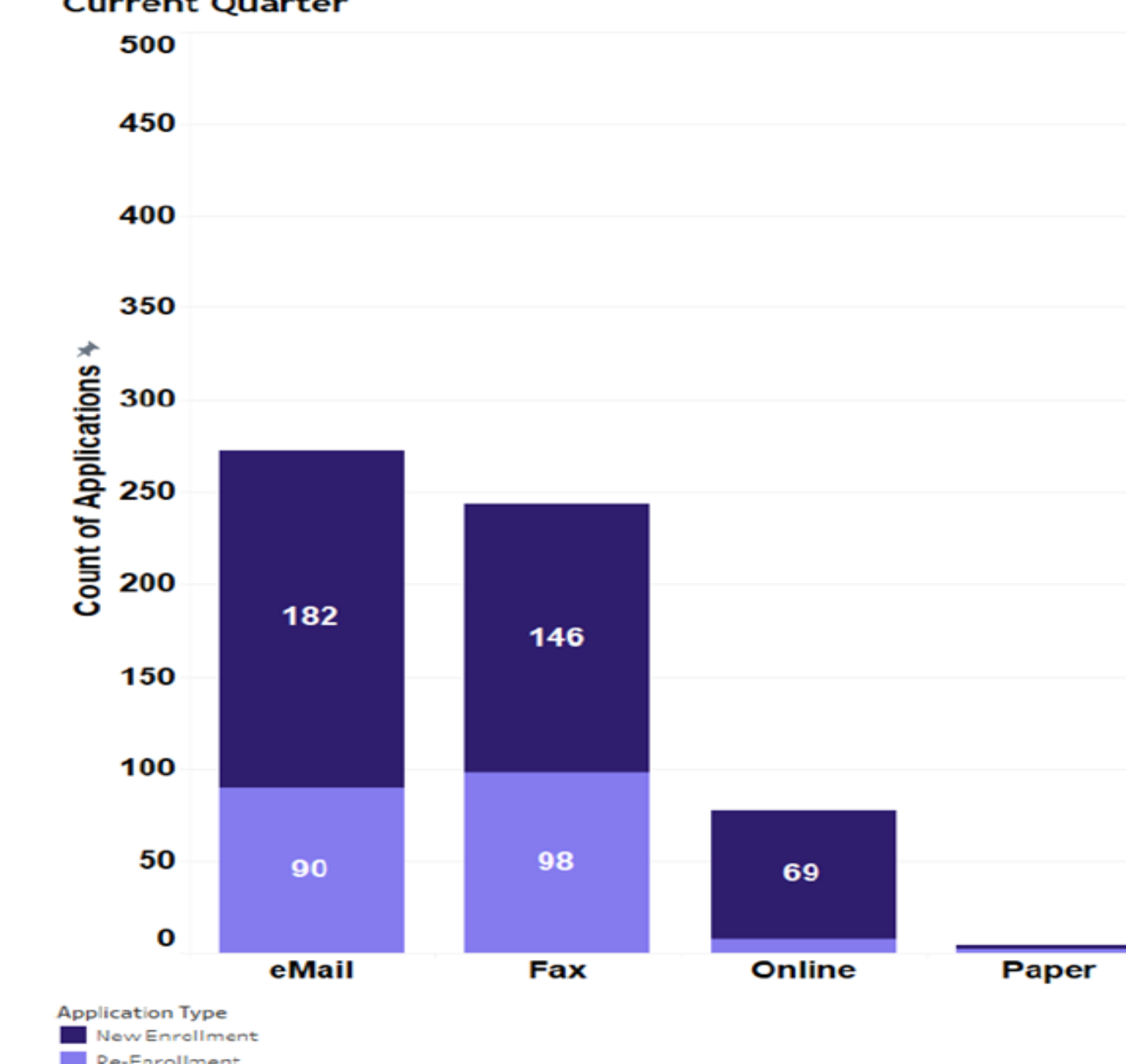


Figure 3.20.2 – Q12025 Enrollment Type Grouped by Source Type

Online new and annual enrollment application numbers were higher in Q1-2025 compared to Q4-2024.

**RESULT: 68 total applications in Q4-2024 vs. 77 in Q1-2025.**

Q42024:

My Rx Enroll Dashboard

Current Quarter

	New Enrollment	Re-Enrollment	Grand Total
eMail	136	105	241
Fax	125	135	260
Online	51	16	68
Paper	2	12	14
Grand Total	314	268	583

Q12025:

My Rx Enroll Dashboard

Current Quarter

	New Enrollment	Re-Enrollment	Grand Total
eMail	182	90	272
Fax	146	98	244
Online	69	8	77
Paper	2	2	4
Grand Total	399	198	597

From one quarter to the next, new enrollments increased (314 in Q42024 vs. 399 in Q12025) and annual re-enrollments decreased (268 in Q42024 vs.198 in Q12025).

Overall, Q12025 applications processed have increased by 2.35% (583 in Q42024 vs 597 in Q12025).

### Contact Information

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