



FREQUENTLY ASKED PROVIDER QUESTIONS

Live Your Life...Undetectable

A Viral Load Suppression Incentive Program

What is the Live Your Life Undetectable Program?

The Live Your Life Undetectable Program is designed to support HIV-positive patients in adhering to ARV medication regimens. The program's goal is to help each patient reduce HIV viral load to an undetectable level and maintain durable viral suppression. To achieve this goal, the program emphasizes:

- Improving retention in HIV care
- Improving ARV medication adherence
- Achieving and maintaining viral suppression

Patients enrolled in the Live Your Life Undetectable Program will receive integrated HIV primary care and supportive services to help them maintain adherence to ARV medication regimens.

Why should my patients enroll in the program?

- Becoming undetectable improves their health and well-being and helps them live longer.
- Becoming undetectable means that HIV cannot be transmitted to sexual partners, which helps to end the HIV epidemic.
- Patients who enroll in the program who achieve or maintain viral load suppression (viral load of less than 200 copies/ml) and participate in appropriate supportive service as per their HIV Primary Care Provider will be given a financial incentive of \$100 for each quarter that they stay undetectable or suppressed.

What supportive services are recommended for patients enrolled in this program?

The HIV Primary Care Provider knows best which supportive services are appropriate to help each patient reach and maintain viral suppression

Recommended supportive services include but are not limited to:

- Case Management
- DOT (Directly Observed Therapy)
- Medication Adherence Counseling
- Substance Use Counseling (Harm Reduction Model)
- Behavioral Health Services
- Enrollment in an ADHC (Adult Day Health Care) Program
- Enrollment in a Health Home

What are the roles/responsibilities of a PCP in this program?

- To inform patients about the Live Your Life Undetectable Program
- To connect patients to comprehensive supportive services (detailed above) directly through co-located services or to coordinate with another organization that can provide supportive services to patients
- To engage with patients about their progress, milestones, and challenges in the program

What forms does the patient need to complete to enroll?

ENROLLMENT (FOR EACH PATIENT)

- LYLU Program Enrollment/Consent Form that establishes each patient's enrollment in the program
- A signed Regional Health Information Organization (RHIO) Consent Form regarding access to the patient's medical records through the systems of the Bronx RHIO and Healthix

Amida Care can facilitate patient enrollment in the program at the provider site, via phone with a Member Services Representative at 1-800-556-0689, in the Amida Care Member Walk-in Center (234 West 35th Street in Manhattan) or at an Amida Care LYLU Member Information Session. Contact us for the schedule of information sessions.

What forms does the PCP Office submit to Amida Care?

- An initial health assessment (including questions on demographics, recent labs, co-morbidities, social determinants of health, and barriers to adherence) at the onset of the patient's enrollment in the program (OPTIONAL)

QUARTERLY SUBMISSION (FOR EACH PATIENT)

- Quarterly Provider Attestation of the following (REQUIRED):
 - o Viral load lab results and date of most recent results
 - o Patient's receipt of supportive services during the quarter
 - o The patient is not participating in any other viral load suppression program

Who can I contact with additional questions about the LYLU Program?

Provider Services can be reached via:

- **Email:** providerservices@amidacareny.org (anytime)
- **Phone:** 1-800-556-0674 (Monday-Friday, 9am-5pm)