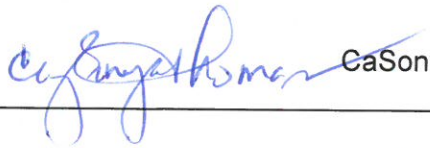
San Bernardino County
Department of Behavioral Health

Patient Assistance Program Policy

Effective Date 06/09/2014
Revision Date 04/22/2015



CaSonya Thomas, Director

Policy

It is the policy of the Department of Behavioral Health (DBH) for staff to adhere to guidelines and procedures of the Patient Assistance Program (PAP).

Purpose

To ensure indigent and low income DBH clients who do not have prescription drug insurance coverage are identified and assisted with applying for PAP medications provided by pharmaceutical companies until the establishment of prescription insurance benefits is obtained.

Patient Assistance Program

The Patient Assistance Program provides certain psychotropic medications at no charge to DBH clients who meet program eligibility requirements as outlined by each pharmaceutical company. If the client is prescribed medication and does not have Medi-Cal, Medicare or other insurance, the DBH physician may refer the client for PAP to the assigned case manager, registered nurse (RN), licensed psychiatric technician (PT), licensed vocational nurse (LVN) or clerical staff as outlined in the Patient Assistance Program Procedure.

Each PAP has eligibility requirements which are listed on the application. Some PAPs will help those who have insurance if they meet program hardship requirements or if the medication is not covered by the person's insurance. Clients may be required to obtain a letter from their insurance company stating that the medication is not covered.

Medications

The DBH client must adhere to the requirements of the prescription and the application for PAP.

Note: All PAP medications shall be sent to the DBH clinic physician who is treating the client.

Related Policy and Procedure

DBH Standard Practice Manual:

- MDS2022-1: Patient Assistance Program Procedure
- MDS2007: Benzodiazepine Medication Policy
- MDS2008: Control/Access to Medication and Medical Supplies
- MDS2012: Sample Injectable Medications Policy