

Patient Navigator Program

Policy Description

The state can implement a patient navigator program modelled the program after the Kentucky Prescription Assistance Program (KPAP), which is a free service that helps people obtain their prescription medications by identifying and helping them apply to existing medication assistance programs offered by drug companies, discount drug programs, and discount pharmacy programs.

PDAB Implementation Process and Timeline

Phase 1: Strategic Assessment (4 Months): PDAB and state partners conduct an assessment of current state capacity and opportunities to develop navigator program.

Phase 2: Operational Design (5 Months): Staff develops operational protocols and resource library for providing navigator services. Staff can begin tests and soft rollout on ad hoc bases.

Phase 3: Legislative Phase (4 Months): Introduction of funding legislation to authorize the penalty and create the navigator program

Phase 4: Program Launch (Milestone): Full program launch; develop partner network, and begin patient services.

Other State Examples

Some states have successfully implemented different models of patient navigator programs

- **Kentucky:** Enacted [House Bill 406 Kentucky Prescription Drug Patient Assistance Program](#), which funds a community-based service delivery model to reach all 120 Kentucky counties. A small team of 2 full-time state employees and a part-time contractor support a broad network of partner organizations and local advocates. The state team manages the hotline, licenses the software to partners and provides training and oversight for the community network.