

## Patient Navigator Program

### Policy Description

The state can implement a patient navigator program modeled 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 and full-time equivalent (FTE) allocation legislation to authorize and create the navigator program.

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

### Other State Examples

Some states have successfully implemented different models of patient navigator programs

- **Kentucky ([House Bill 406](#) Kentucky Prescription Drug Patient Assistance Program):** Establishes and 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.
- **Washington ([SB 5558](#) Prescription Drug Assistance Foundation (PDAF) / Prescription Drug Assistance Network (PDAN)):** Created a non-profit foundation that provides support for residents with inadequate coverage and distributes grants to fund local patient assistance initiatives across the state. The foundation's program counterpart is a direct-to-consumer hotline where care coordinators guide patients through existing assistance options to find the most affordable ways to access their medications.