



Texas Cares Rx Annual Program Report

**As Required by
Texas Health and Safety Code, Section
65.204**

**Texas Health and Human Services
December 2024**



TEXAS
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Executive Summary

The Texas Cares Rx¹ report for fiscal year 2024 is submitted in accordance with Texas Health and Safety Code, Section 65.204, which requires the Health and Human Services Commission (HHSC) to submit an annual report to the Governor, Lieutenant Governor, Speaker of the House of Representatives, and standing committees of the Legislature with primary jurisdiction over the program. The report must include:

- A line-item list of all program administrative costs incurred by the commission;
- The amount of the pharmacy benefit manager (PBM) and third-party administrator fees;²
- The aggregate amounts of rebates anticipated and received for the program;³ and,
- Other program expenditures as the commission determines appropriate.

Texas Cares Rx was established by House Bill (H.B.) 18, 87th Regular Session, 2021, as a prescription drug⁴ savings program for uninsured Texas citizens and lawful permanent residents. Provision of benefits through Texas Cares Rx shall not include prescription drugs that can be used for the elective termination of a pregnancy. Texas Cares Rx strives to improve accessibility to prescription drugs for the uninsured by integrating manufacturer and third-party patient assistance programs where feasible and conducting community outreach and education campaigns to provide program information to eligible individuals, as supported by statute.

HHSC is committed to developing an effective and meaningful program that aligns with its legislative mandate. Texas Cares Rx will enlist a network of volunteers, called navigators, across the state to help Texans find available patient assistance programs (PAPs) using a software solution.

Client utilization data is not available as the program is in the startup phase. This report outlines the research, ongoing progress, and further implementation

¹ Texas Cares rebranded to Texas Cares Rx. Information on rebranding is found within this report.

² Due to the design of the program, Texas Cares Rx will not utilize a PBM or rebate system.

³ Due to the design of the program, Texas Cares Rx will not utilize a PBM or rebate system.

⁴ For the purpose of this report, drug and medication may be used interchangeably.

planning conducted over the course of the last year to create a foundation for a successful program.

Program expenditures for fiscal year 2024 totaled \$486,328.

Table 1. Texas Cares Rx Fiscal Year 2024 Expenditures (as of September 2024)

Item	Amount
Salaries and Wages	\$375,542
Other Operating Expenses⁵	\$105,248
Payroll Contribution	\$5,538
Total Fiscal Year 2024 Expenditures	\$486,328

⁵ Other operating expenses include program material purchases and website translation services.

Introduction

This report summarizes the legislative directives of Texas Cares Rx, and the milestones achieved to date. Ongoing tasks and initiatives designed to meet the legislative criteria where program benefits can be most effective and impactful are also detailed. Texas Cares Rx is creating a prescription cost savings program leveraging existing resources while using a systematic plan of delivery and building on successful outcomes.

Work on the prescription cost savings program is ongoing, with continued focus on aligning it with the overall intent and purpose of Chapter 65 of the Health and Safety Code. Some mandated items include:

- Providing the best possible value to uninsured individuals served by the program while considering the adequacy of the prescription drug formulary, net costs of drugs, and cost to the state.
- Integrating manufacturer and third-party patient assistance programs where feasible.
- Conducting a community awareness and education campaign to provide program information to eligible individuals.

Additional mandated actions⁶ not incorporated through the current project may be incorporated into future initiatives, with ongoing conversations to explore additional projects and options. Focus on the current project will meet the overall intent and purpose of the law and benefit the state. The following sections will provide details of program highlights, background information, research conducted, and program initiatives.

⁶ [HEALTH AND SAFETY CODE CHAPTER 65. PRESCRIPTION DRUG SAVINGS PROGRAM FOR CERTAIN UNINSURED INDIVIDUALS \(texas.gov\)](#)

Background

Texas Cares Rx was created to address concerns regarding access to prescription benefits. After a thorough review and analysis of state-sponsored drug assistance programs nationwide, program proposed increasing access to cost-prohibitive prescription medications by using a community-based volunteer (navigator) recruitment model. Navigators will help patients access and apply to existing patient assistance programs. The Texas Cares Rx network will be built by establishing partnerships with local organizations in different communities throughout Texas, while solidifying established connections with agency partners and stakeholders.

Program Highlights

Texas Cares Rx staff have conducted a review of comparable programs nationwide while fostering collaboration with internal and external stakeholders through feedback and information gathering sessions. In addition, Texas Cares Rx reviewed prescription access among at-risk populations in Texas and impacts on health outcomes. HHSC published three previous reports detailing program design, research, and steps for program rollout.

Since the establishment of Texas Cares Rx in 2021, HHSC has made significant progress in research, design, and implementation of start-up activities. Below are some key achievements:

- Published first annual report in December 2022.⁷
- Published a one-time insulin report in February 2023.⁸
- Published second annual report in December 2023.⁹
- Launched an online presence with the Texas Cares Rx HHSC webpage.¹⁰
- Contracted with a vendor for the planning, development, and testing of a public facing Texas Cares Rx website.
- Conducted stakeholder feedback sessions with clinics and organizations currently using Patient Assistance Program (PAP) navigation software.

⁷ [Texas Cares Annual Program Report](#)

⁸ [Texas Cares Insulin Study Report \(texas.gov\)](#)

⁹ [Texas Cares Annual Program Report December 2023](#)

¹⁰ [Texas Cares Program | Texas Health and Human Services](#)

- Completed a rural health needs assessment including health outcomes and outreach.
- Determined the preliminary outreach list for a Texas Cares Rx Pilot Group, considering criteria such as regional representation and other factors to ensure comprehensive coverage and strategic placement throughout the state.
- Developed a thorough outreach plan directed at connecting with local organizations to partner with Texas Cares Rx as volunteer navigators.
- Created materials for navigator training and onboarding.
- Designed and purchased promotional materials for the Texas Cares Rx outreach campaign.

To enhance the program's visibility, and establish a distinct online profile, the Texas Cares Program underwent a strategic rebranding change. On public facing materials, the program name has been updated from 'Texas Cares Program' to 'Texas Cares Rx,' reflecting its focus on prescription cost savings while improving its presence to target audiences. This intentional change is part of a broader rebranding to position the program as a focused and well-designed initiative where Texans can locate assistance with accessing prescription medication. This rebranding is described in more detail under Ongoing Initiatives.

The team initiated the necessary procurement and creation of programmatic materials for program launch. To better understand the needs and challenges of Texans, HHSC conducted stakeholder feedback sessions, which included hospitals and universities, and completed a focused analysis of rural health needs. Ongoing initiatives include the pilot group recruitment, finalization of outreach materials for increased program awareness, and development of materials for an educational campaign.

Stakeholder Feedback Sessions

Several feedback and information activities were conducted to inform program development and implementation. Texas Cares Rx held targeted informational and research sessions to ensure the program was grounded in situational data specific to the current prescription access landscape of Texas. Stakeholder feedback sessions provided valuable insights and experiences in navigating patient assistance programs, with most stakeholders using navigation software. Additional stakeholder sessions are underway, focusing on the perspective of rural healthcare providers.

PAP Stakeholder Feedback Sessions

Texas Cares Rx conducted stakeholder feedback sessions with eight external stakeholders between September through December 2023 to gain insight on how organizations are navigating patient assistance and prescription affordability programs for their clients. Stakeholder sessions were conducted either in-person or virtually, and included federally qualified health centers (FQHCs), private hospitals, large hospital systems, university affiliated programs, and psychiatric state hospitals. In person sessions included Abilene, Austin, Bastrop, Dallas, Georgetown, and Harlingen.¹¹ Staff prepared site-specific questions to guide the sessions and assist in collecting information and feedback regarding insight and community needs.¹²

Session Insights

- All stakeholders used a software solution to aid in PAP applications.
- All stakeholders reported significant drug cost savings for their clients using a PAP.
- Health conditions or chronic conditions seen most among clients included diabetes, asthma, chronic obstructive pulmonary disease, high blood pressure, high cholesterol, and congestive heart failure.
- Frequent updates and changes in manufacturer specifications and eligibility require ongoing communication to navigators.

¹¹ For a List of Stakeholder Participation, see Appendix A.

¹² For a List of Stakeholder Feedback Sessions: Questions Asked, see Appendix B.

Lessons Learned

- Delays in PAP application submission can occur due to clients not having all necessary documentation for eligibility verification, which requires frequent follow-up.
- Required physical provider signatures, referred to as “wet signatures” versus electronic signatures, may cause time delays.
- Partnering organization(s) may have security compliance concerns with website and software being used. IT coordination may be required.
- Issues related to transferal of documents such as fax machine, internet, and computer access can cause delays in application submission.
- Access to care in rural settings poses unique challenges.

The PAP stakeholder feedback sessions were informative and beneficial in illustrating the diverse challenges of delivering patient assistance services across Texas. HHSC gained important insight on the issues and obstacles stakeholders experience using PAPs. To gain a broader awareness of prescription access in rural areas across the state, the Texas Cares Rx team is contacting rural health clinics (RHCs) to identify the challenges and difficulties unique to rural settings.

Rural Stakeholder Feedback Sessions

During the fall of 2024, the Texas Cares Rx team began conducting stakeholder feedback sessions with rural healthcare providers. This series of sessions is ongoing and will inform Texas Cares Rx of pertinent items to consider for program administration in rural settings, providing the team with insights on risks, barriers, regional information, and other critical factors.

The following section provides background on the rural healthcare landscape in Texas, including a review of healthcare gaps and pharmacy deserts. The team will consider this information and other key factors to inform program implementation in rural areas.

Healthcare Gaps in Rural Areas

The Food and Drug Administration estimates more than 46 million individuals in the United States reside in a rural area, equaling about 15 percent of the population.¹³ Access to healthcare in rural areas impacts over 3 million Texans in 172 of the 254

¹³ [Rural Health | FDA](#)

counties in Texas.¹⁴ These areas tend to have higher rates of older individuals and people with disabilities, and higher rates of people without health insurance. Rural residents are generally at greater risk of diseases, such as heart disease, cancer, stroke, chronic obstructive pulmonary disease (COPD), diabetes, arthritis, and higher rates of mortality than those living in urban areas.¹⁵ Geographic isolation, limited access to care, lower socioeconomic status, and lack of health insurance have been shown to be contributing factors. A 2019 article showed that 22 percent of rural Texans did not have health insurance and that the poverty rate in the rural community was higher compared to those living in an urban community.¹⁶

Pharmacy Deserts

Local pharmacies play an integral role in serving their community and have expanded their services from only dispensing medications to include providing medication consultations, immunizations, and more. Despite the expansion of pharmacy services, data shows that one in eight pharmacies closed between the years 2009 - 2015, emphasizing that barriers to healthcare access still occur.¹⁷ While the concept of a pharmacy desert may vary based on urban versus rural location, the consensus is a pharmacy desert is defined as: a certain area without ready access to a pharmacy to fill medications. This term is derived from the United States (U.S.) Department of Agriculture's concept of food deserts, which is a low-access area where healthy food is difficult to obtain.¹⁸

¹⁴ Singh, Alessandra. (2023). *Rural Risk Factor*. Pulse. The Magazine of Texas Tech University Health Sciences Center;33(1):18-25. [Pulse Winter 23 by ☿ ⬆ ⌂ - Issuu](#)

¹⁵ [Rural Health | FDA](#)

¹⁶ Singh, Alessandra. (2023). *Rural Risk Factor*. Pulse. The Magazine of Texas Tech University Health Sciences Center;33(1):18-25. [Pulse Winter 23 by ☿ ⬆ ⌂ - Issuu](#)

¹⁷ Doan K, Appiah D, Aljanabi N, Hall R. Analysis of County-Level Pharmacist and Pharmacy Deserts in Texas. *WTJOM*. 2023;1(2):24-30. Accessed June 10, 2024.

¹⁸ Urick BY, Adams JK, Bruce MR. State Telepharmacy Policies and Pharmacy Deserts. *JAMA Netw Open*. 2023;6(8):e2328810. doi:10.1001/jamanetworkopen.2023.28810

The distance a person needs to travel to a pharmacy is not the only factor that can impact their ability to access pharmacy services. Although close to 89 percent of the U.S. population live within five miles of a community pharmacy,¹⁹ transportation, pharmacy travel time, pharmacy closures, health status of the patient, and economic challenges can also impact access.²⁰ Chronic conditions often require multiple medications resulting in numerous pharmacy trips which can be costly and difficult for people with poor health. Obstacles to adequate care, such as living in a pharmacy desert, may affect a patient's ability to adhere to a medication regimen, worsening health outcomes.²¹ Pharmacy deserts also decrease the ability for clients to access preventive healthcare, such as immunizations.²²

A rural health map of the United States, charted by Cardinal Health, indicates 2,177 rural towns in the United States with populations between 500 and 5,000 did not have access to a pharmacy within ten miles.²³ In Texas, the west Texas town of Terlingua requires the longest travel distance to a pharmacy at 83.3 miles.^{24 25}

By including rural communities impacted by pharmacy deserts in the outreach campaign, critical data will be collected to ensure Texas Cares Rx reaches Texans who would most directly benefit from the program.

¹⁹ Gallagher A. Study: 88.9% of US population lives within 5 Miles of a community pharmacy. Pharmacy Times. Published August 4, 2022. Accessed June 25,2024. Study: 88.9% of US Population Lives Within 5 Miles of a Community Pharmacy (pharmacytimes.com)

²⁰ Urick BY, Adams JK, Bruce MR. State Telepharmacy Policies and Pharmacy Deserts. JAMA Netw Open. 2023;6(8):e2328810. doi:10.1001/jamanetworkopen.2023.28810

²¹ Noelle Kwan, PharmD, BCPS. The Impact of Pharmacy Deserts US Pharm. 2024;49(4):32-36. The Impact of Pharmacy Deserts (uspharmacist.com)

²² Gallagher A. Study: 88.9% of US population lives within 5 Miles of a community pharmacy. Pharmacy Times. Published August 4, 2022. Accessed June 25,2024. Study: 88.9% of US Population Lives Within 5 Miles of a Community Pharmacy (pharmacytimes.com)

²³ Gebhart F. The growing problem of pharmacy deserts. Drug Topics J. (2019);163:9.

²⁴ [State Pharmacy Desert Map - Interactive Web Map \(telepharm.com\)](https://www.telepharm.com)

²⁵ For a list of Pharmacy Distance Tables, See Appendix [C](#).

Ongoing Initiatives

Program Awareness

To facilitate improved community access to the program, Texas Cares Rx undertook a rebranding initiative. Rebranding from Texas Cares Program to Texas Cares Rx allows for greater recognition by the targeted group, persons seeking prescription assistance. Additionally, high-level program information was published on HHSC's external facing website to create an initial web presence to raise awareness and engagement. A more comprehensive Texas Cares Rx-dedicated website will be established with the goal of serving as a premier navigation and access point to connect uninsured patients with volunteer navigators who will help them in accessing prescription assistance and savings options. The dedicated website will serve as a primary resource for patients seeking help for cost prohibitive medications and organizations looking to partner with Texas Cares Rx. The website launch is a crucial and critical step before beginning pilot group onboarding and training. The launch is expected by end of February 2025.

Educational Awareness

Texas Cares Rx is committed to actively seeking and exploring opportunities to gain and spread knowledge regarding the program and pharmaceutical landscape. Ongoing programmatic efforts to ensure HHSC stays at the forefront of education, outreach, and possible expansion, include:

- Engaging with the community via educational outreach initiatives detailing general information about Texas Cares Rx, its benefits, and how to access its services, will remain a priority. This will include community meetings, informational booths at local events, and partnerships with local media outlets. The program will also use technology to reach a broader audience by creating engaging content for social media, maintaining an informative and user-friendly website, and using digital tools for virtual meetings and webinars.
- Fostering open communication between interagency programs, healthcare providers, and community organizations, to facilitate potential collaborations and partnerships that can enhance the program's effectiveness and reach.
- Committing to continuous learning by participating in relevant conferences, workshops, and training sessions to stay updated on the latest trends, innovations, and best practices in the pharmaceutical and healthcare sectors.

- Developing and amending educational materials by regularly reviewing and updating infographics, webinars, and data reports, to ensure they are accurate, comprehensive, and accessible. This process will involve incorporating feedback from stakeholders and keeping the content relevant to current stakeholder needs and requests.
- Monitoring and evaluating the impact of educational and outreach activities to ensure the effectiveness of the strategies employed and guide necessary adjustments to improve outcomes.

Pilot Group

The Texas Cares Rx implementation plan includes the recruitment of a pilot group which will include multiple types of organizations to ensure representation of various regions around the state. The selection of the pilot group will be based on factors including type of agency, location, service area, and if existing pharmacy services are offered. As the pilot group will operate on a smaller scale, it is an effective means by which to test a new program. Potential issues that may arise can be identified and resolved more quickly. Lessons learned can then be incorporated into large-scale future planning and program refinement.

Texas Cares Rx will recruit volunteers to help drive the success of its community-based program model by engaging with various agency partners, community-based organizations, local health departments, faith-based groups, mental health authorities, and medical sites. Volunteers will be trained and become part of a statewide program navigator network. Navigators will assist patients in applying for existing drug-manufacturer or third-party PAPs, which will bridge gaps in prescription access and ensure continuity of care.

Texas Cares Rx is identifying eight to ten organizations for participation in the pilot group. Following the completion of a PAP navigation software procurement, the program will begin meetings with prospective pilot group partners to discuss program benefits, responsibilities, and to secure commitments to become a Texas Cares Rx partner organization. Once onboarded with HHSC, pilot group participants will be fully active and allowed access to navigational software in the Texas Cares Rx Navigator Portal. Pilot group participants will continue to receive ongoing training and technical support to ensure program success and buy-in. The pilot group is anticipated to operate for three months with the potential for adjustment based on outcomes identified. The implementation plan for this group includes continuous monitoring and feedback sessions to determine best practices, to gauge

functionality of the program’s software, and to further ongoing partnership and engagement in their community.

To determine overall program effectiveness, the pilot group implementation plan includes measures to evaluate whether the program is meeting the objectives and intended benefits for Texans. These measures include:

Measure	Purpose	Metrics
Overall Program Engagement	To determine efficacy of program outreach, marketing impacts and stakeholder interest.	Number of individual contacts made through outreach events; phone calls and emails received; website hits; navigator locator inquiries.
Partner Engagement and Program Growth	To examine recruitment and retention of partners and navigators.	Number of inquiries from interested organizations; ongoing monitoring of the number of partners and capacity for service; percentage of growth in Texas regions; percentage of new navigators added.
Cost Savings	To understand fiscal impact (ex. savings, return-on-investment).	Estimated prescription cost savings to enrolled clients using patient assistance programs.
Program Quality	Gauge client, partner, and stakeholder satisfaction with functions of the program.	Feedback surveys on services, support, and resources provided; ease of use for partners and navigators; clarity of program benefits for stakeholders.
Broad Impacts	Understand whether program has a sustained impact on consumer lives; reduced nonadherence rates; lasting community engagement in success.	Feedback surveys on program assistance received and sustained.
Data Gathering	Understand what prescriptions are being filled and where.	Collect prescription patterns across the state.

Future Considerations

With a forward-thinking approach, the program has developed future goals and areas for improvement. Key insights from stakeholders, as well as lessons learned from the pilot group, will inform the development of a more targeted and effective program.

As Texas Cares Rx moves beyond the pilot phase, several future considerations will guide its growth and development. The successes and insights gained from the initial implementation phase will provide a foundation for scaling the program statewide. A key focus will be expanding the PAP navigation services to reach a broader audience. This expansion will build on the successful elements of the pilot phase and incorporate feedback from stakeholders to improve the service. Additional training and resources will be provided to ensure the expanded PAP navigation can effectively assist more Texans in accessing affordable prescriptions.

In addition to expanding PAP navigation, Texas Cares Rx will explore new projects reflecting additional mandates within the statute. These initiatives will be designed to address a broader range of healthcare needs and improve overall prescription access. Any new initiative will be carefully evaluated using data-driven decisions to provide meaningful assistance to Texans, while ensuring the efficient use of state resources.

Goals for the Next Year

Steps have been initiated to ensure goals set for fiscal year 2025 are in progress. The primary goal is acquisition of PAP navigation software through completion of a Request for Offer (RFO). After a software solution is secured, the program will recruit and onboard the initial pilot group. Feedback sessions from this pilot group will help to inform expanded outreach. Texas Cares Rx has a five-year goal to achieve statewide volunteer navigator representation in all of Texas' 254 counties. The program intends to follow up with interested parties for additional navigator recruitment, and to conduct outreach efforts, such as attending conferences and employing marketing efforts aimed at increasing Texas Cares Rx name recognition. Program implementation processes will allow for a scaled outreach approach. Texas Cares Rx will defer to pilot groups for referrals for program expansion. Additional navigator recruitment will focus on identifying and partnering with previously identified healthcare contacts through the Texas Cares Rx provider survey, rural

organizations, community resource centers, and city and county healthcare organizations, to expand our volunteer base.

Strategies for Improvement

To ensure the ongoing success of Texas Cares Rx, the program will use feedback from the pilot group to inform methods and direction for expansion. The program will identify areas of strength and opportunities for enhancement by collecting and analyzing data on participant outcomes, volunteer engagement, and community impact. The program will continue to make necessary adjustments to optimize performance and achieve goals.

With the launch of the pilot, the program hopes to gain knowledge on what potential barriers may arise in the application and fulfillment process, which medications navigators most frequently complete PAP applications for, and what hurdles may exist in recruiting volunteers for the program.

Data gathered will be used to identify the most critical barriers to care (transportation, documentation requirements, or others), the most pressing medication needs, and how Texas Cares Rx can effectively recruit, train, and sustain volunteers in a way that allows the program to thrive efficiently.

Educational Awareness

Texas Cares Rx will employ a multi-faceted educational approach to foster a comprehensive understanding of the program. Educational awareness among navigators and the public will empower navigators to utilize the resources provided by Texas Cares Rx and allow for increased dissemination of information regarding the program's goals, benefits, and impact.

This includes:

- Development and validation of educational and training materials to be delivered to volunteer navigators at webinars or professional meetings.
- Development and validation of educational materials to be delivered to community groups either in person or virtually through webinars, professional meetings, and outreach events.
- Creation and utilization of questionnaires to gain insight on the effectiveness of program services delivery.

Expected Outcomes

Programmatic outcomes will be measurable and will include the number of prescriptions obtained through existing PAPs, cost savings recognized by Texans using PAPs, and others as deemed appropriate. The Texas Cares Rx website will provide a central location for patients, navigators, and organizations to learn how to get involved. Given the success demonstrated with similar programs in other states,^{26,27} Texas Cares Rx expects cost savings for Texans accessing cost prohibitive medications, and reduced administrative burden for those applying for PAPs, resulting in positive health and economic outcomes for eligible Texans.

²⁶ [Kentucky Prescription Assistance Program - Cabinet for Health and Family Services](#)

²⁷ [Free Pharmacy Program – NC MedAssist](#)

Conclusion

This report provides a comprehensive overview of the research, strategic planning, and stakeholder collaboration that has been instrumental in the continued development of Texas Cares Rx, as the program prepares to launch its pilot group recruitment and training. Through consistent efforts in implementation, building key relationships, and gaining a deeper understanding of the rural health and pharmacy landscape, Texas Cares Rx is positioning itself as a resource for uninsured Texans.

Texas Cares Rx remains dedicated to its mission of improving healthcare access across the state, particularly in underserved rural areas. The focus will be on expanding community outreach, developing communication strategies, and refining understanding of the evolving pharmaceutical landscape. By leveraging community-based resources, the program seeks to address the barriers that prevent many Texans from obtaining the medications they need.

Texas Cares Rx is committed to serving as a premier navigation tool, connecting uninsured patients with existing assistance programs and medication savings options. As it moves forward, the program will continue to innovate and adapt to ensure it meets the needs of Texans, ultimately enhancing healthcare access and outcomes for the state's most vulnerable populations.

List of Acronyms

Acronym	Full Name
COPD	Chronic Obstructive Pulmonary Disease
FQHC	Federally Qualified Healthcare Center
H.B.	House Bill
HHSC	Health and Human Services Commission
PAP	Patient Assistance Program
PBM	Pharmacy Benefit Manager
RFO	Request for Offer
RHC	Rural Health Clinic
U.S.	United States

Appendix A. Stakeholder Participation

Organization	Location
Texas Tech University- Larry Combest Community and Wellness Centers	Abilene, TX
Lone Star Circle of Care	Georgetown, TX
Parkland Hospital	Dallas, TX
State Hospital Systems Pharmacy Director	Austin, TX
Rio Grande State Center	Harlingen, TX
Ascension Seton- Bastrop Prescription Assistance Program	Bastrop, TX
State of Kentucky- Kentucky Prescription Assistance Program (KPAP)	Kentucky
CommUnity Care Health Centers	Austin, TX

Appendix B. Stakeholder Feedback Sessions

List provides examples of questions asked during stakeholder feedback sessions:

1. Tell us about your client population.
2. Do you provide prescription assistance at multiple locations? Are pharmacy services offered at every location?
3. What challenges do clients experience in getting their medication?
4. Tell us what type of prescription assistance you provide your clients.
5. Is prescription assistance offered in person, over the phone or both?
6. What are some obstacles you experience in providing prescription assistance?
7. What is the length to walk a client through the application process?
8. Lessons learned or best practices that may be shared.
9. What disease states are you seeing prescriptions for the most?
10. What other resources are you navigating clients to?
11. Are you experiencing or do you anticipate any challenges with certain classes of medications regarding patient assistance programs?
12. How do you track medication savings?

Appendix C. Pharmacy Distance

Table includes Texas towns requiring a travel distance greater than twenty-two miles to the nearest pharmacy.

Name of Texas Town	Population	Nearest Pharmacy Driving Distance (in miles)	Location of Nearest Pharmacy
Terlingua	110	83.3	Alpine
Study Butte	188	82.4	Alpine
Dell City	220	76.6	Horizon City
Sanderson	774	65.1	Ft Stockton
Sierra Blanca	764	58.9	Fabens
Guthrie	124	42	Spur
Balmorhea	836	38	Pecos
San Isidro	137	36.6	Mission
Valentine	67	36	Marfa
Adrian	120	35.5	Amarillo
Guerra	6	35.2	Zapata
Roaring Springs	187	32.7	Floydada
Boys Ranch	412	32.5	Amarillo
Gail	206	32	Post
Matador	799	31	Floydada
Paducah	1276	30.9	Childress
Throckmorton	642	30.6	Seymour
Darrouzett	328	30.6	Perryton
Marathon	386	30.3	Alpine

Name of Texas Town	Population	Nearest Pharmacy Driving Distance (in miles)	Location of Nearest Pharmacy
Robert Lee	1240	30.3	San Angelo
South Toledo Bend	468	30.2	Leesville
Delmita	212	29.9	Mission
Coyanosa	91	29.5	Monahans
Encinal	799	29.1	Cotulla
Channing	257	28.7	Dumas
Fowlerton	268	27.2	Cotulla
Lipscomb	24	26.8	Shattuck
Blackwell	201	26.6	Sweetwater
Turkey	316	26.4	Silverton
Gordon	400	26.2	Mineral Wells
Mingus	213	26.2	Eastland
Garden City	537	26.1	Big Spring
Fort Hancock	1827	26.1	Fabens
Austwell	133	26	Port Lavaca
Follett	433	25.7	Shattuck
Mirando City	403	25.6	Hebbronville
Port O'Connor	884	25.5	Port Lavaca
Big Thicket Lake Estates	704	25.5	Shepherd
Port Mansfield	87	24.7	Raymondville
Imperial	308	24.7	Crane
Mentone	29	23.8	Pecos
Jayton	533	23.8	Aspermont
Hillside Acres	31	23.8	Laredo
Las Pilas	29	23.8	Laredo
Aguilares	21	23.6	Laredo
Los Huisaches	13	23.2	Laredo
Mertzon	924	22.9	San Angelo

Name of Texas Town	Population	Nearest Pharmacy Driving Distance (in miles)	Location of Nearest Pharmacy
Miami	483	22.9	Pampa
Loop	394	22.9	Seminole
Utopia	167	22.9	Leakey
Tilden	290	22.8	Three Rivers
Concepcion	61	22.7	Falfurrias
Oilton	153	22.4	Hebbronville
Strawn	784	22.1	Eastland
Woodson	235	22.1	Stephens
Morse	102	22.1	Spearman