Viral Load Suppression
Tip Sheet

Information – Viral Load Suppression

HEDIS defines the viral load suppression as the percentage of Medicaid enrollees confirmed HIV-positive who had an HIV viral load of less than 200 copies/mL at the last HIV-viral-load test during the measurement year.

Diagnosis Guidelines

Fidelis Care endorses HIV/AIDS treatment recommendations made by the the New York State Department of Health AIDS Institute, and the U.S. Department of Health and Human Services’ Office of HIV/AIDS and Infectious Disease Policy.

Effective Management Practice and Protocol

- The New York State Department of Health AIDS Institute’s Clinical Guidelines, Standards, and Quality of Care resources are available at health.ny.gov/diseases/aids/providers/standards/index.htm.
- Fidelis Care offers case management services to members with HIV/AIDS. For information about how to refer your patients, please call 1-800-247-1441 or email triage@fideliscare.org.

Billing and Reporting Practices

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid Logical Observation Identifiers Names and Codes (LOINC):</td>
<td>10351-5, 20447-9, 21008-8, 21333-0, 23876-6, 24013-5, 25835-0, 25836-8, 29539-4, 29541-0, 41513-3, 41514-1, 41515-8, 41516-6, 48510-2, 48511-0, 48552-4, 49890-7, 5017-9, 51780-5, 59419-2, 62469-2, 69353-1, 69354-9, 70241-5</td>
</tr>
</tbody>
</table>

Pharmacy Services

- Fidelis Care covers antiretroviral (ARV) medications. The full list of covered ARV medications is available at https://www.fideliscare.org/Provider/Provider-Resources/Pharmacy-Services.
- Medication safety measures have been established to reduce the likelihood of drug interactions or duplication with other drugs, which can increase the chance of harmful side effects, reduce drug effectiveness, and/or contribute to potential drug resistance. The review conforms to national clinical guidelines, clinical studies, and antiretroviral product-prescribing information.
- A team of HIV pharmacy experts routinely reviews member profiles and:
  - Contacts providers proactively to review complex pharmacy claims.
  - Alerts providers to potential drug interactions or duplication with other drugs.
  - Initiates the prior authorization (PA) process for upcoming expired ARV PAs to minimize patient treatment disruption.

Fidelis Care is committed to ensuring quality care for members and adhering to HEDIS standards and policies. Please visit fideliscare.org for educational resources and other helpful tools. Questions? Contact the Provider Call Center at 1-888-FIDELIS (1-888-343-3547) and follow the prompts.