

California Department of Public Health, Office of AIDS
Statewide ADAP Enrollment Worker Conference Call Summary
October 5, 2016

Ensuring that ADAP clients have access to their medications is always ADAP's first priority. We have identified issues in the A.J. Boggs Enrollment portal and are working with A.J. Boggs to expeditiously fix the issues. Please see the below issues and solutions. If you encounter other portal or access issues please notify your Advisor or A.J. Boggs Customer Support Team (CST) right away. Notifying us of these issues immediately helps us to identify the root cause and fix the issue.

1. **ISSUE:** Client applications that indicate both Medi-Cal and Medicare Part D health coverage (also known as Medi/Medi) are currently not being assigned the proper Magellan Group Code by the A.J. Boggs system.

SOLUTION: After an application with a health coverage status of Medi-Cal and Medicare Part D is submitted, please call A.J. Boggs CST at 844-550-3944 to have the Group Code corrected. The correct Group Code for Medi/Medi clients is 222312. It is anticipated that this issue will be fixed during the October 12th release.

2. **ISSUE:** Some applications that had a completed Temporary Access Period (TAP) request form in the portal were not sent to Magellan via an eligibility data file.

SOLUTION: The impacted clients' eligibility records will be sent to Magellan within the next 24 hours to ensure these clients have access to their ADAP prescriptions. For a new application, if the client needs access to his/her ADAP prescriptions within 24 hours of application submission, please call A.J. Boggs CST at 844-550-3944 and the CST representative will process the application right away and ensure that the client's eligibility information is sent to Magellan.

3. **ISSUE:** If a client had a change in health coverage and now has a different type of health coverage or no coverage, the pharmacy may still show the old health coverage information and may not be able to bill properly and therefore, cannot dispense the client's prescriptions.

SOLUTION: Please continue to update the Health Coverage tab in the client's application in the portal as soon as changes occur. If the client no longer has Medi-Cal or private health insurance coverage, it is critical that the coverage end date is entered in the appropriate section of the Health Coverage tab. If a client no longer has Medicare, the coverage end date needs to be added to the comments section at the end of the Consent and Submit tab. A.J. Boggs is working on adding a coverage end date field in the Medicare section of the Health Coverage tab. It is equally critical that the start date for the new coverage (if applicable) is entered. Entering the start and end dates for health coverage will ensure proper billing at the pharmacy. To ensure the client's new health coverage status is communicated to Magellan, please call A.J. Boggs CST.

Processing ADAP Applications

The majority of the ADAP application backlog has been cleared. The remaining applications that we were unable to process have received an eligibility extension through October 31, 2016. Until further notice, we will continue to maintain the ADAP Advisor Application Processing Schedule: every Tuesday, Wednesday, and Thursday, eleven ADAP Advisors are designated to solely processing ADAP applications while four Advisors are responsible for handling all phone calls and emails. This schedule will rotate weekly. We are ensuring that enrollment workers and clients have continuous access to an ADAP Advisor for assistance.

Temporary Access Period (TAP)

Clients who were previously placed on a TAP with an eligibility end date of September 30, 2016 and did not submit their missing documentation by September 30, 2016 were given a blanket eligibility extension through October 31, 2016. Moving forward, the normal ADAP policies regarding TAPs will be enforced: a client placed on a TAP will have 30 days to provide the required documentation. If the documentation is not received within the 30 days, the enrollment worker may fax an Eligibility Exception Request Form to request an eligibility extension and avoid a lapse in coverage. An Eligibility Exception Request Form is available in the Electronic Resource Library in the A.J. Boggs portal.

A.J. Boggs Update

The October 5, 2016 [ADAP Enrollment Portal Development Cycle Plan](#) has been updated and posted on OA's website on October 5, 2016. The document outlines functionality that is anticipated to be released in October, November, and December. During the week of 10/10/2016, the following functionality is planned to be released: a pilot of the secure messaging feature, automated Client Handout, validation checks on key variables, enrollment worker selection on the Consent and Submit and Insurance Assistance tabs, and "Move client to my enrollment site" feature update. The week of 10/31/2016, planned release functionality includes: secure messaging for clients and enrollment workers and an electronic version of the Medical Out-of-Pocket claim form.

Enrollment Worker Trainings

There will be a training conducted for new ADAP enrollment workers on October 12th. The last day to register was October 5th. The next new ADAP enrollment worker training date is December 14th. The last day to register is December 7th. To register an individual from your site, please complete all three pages of the ADAP New Enrollment Worker Training Request Form and submit it to your ADAP Advisor.

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On Friday, September 30th, you should have received an email from support@CAMedAssist.org regarding an “ADAP Portal Refresher Training” that will be held on October 13th. There are two time slots available: 10:00am – 11:30am and 2:00pm – 3:30pm. To register, please reply to the email from support@CAMedAssist.org by October 11th, indicating your preferred time. If you did not receive the email, please call A.J. Boggs Customer Support Team at 844-550-3944

There will be two additional trainings to cover the October functionality releases: October 28th, 10:00am – 11:30am and November 1st, 2:00pm – 3:30pm. Registration for these trainings will be emailed on October 14th from support@CAMedAssist.org. Trainings on the enrollment portal are not mandatory.

Pool Administrators Incorporated (PAI) Updates

Binder Payments: ADAP has been working to establish a process that will enable us to make binder payments (initial premium payment) to a Covered California health plan on behalf of OA-HIPP clients. A management memo detailing this process is currently under review and will be disseminated to all enrollment workers once finalized.

Medical Out-of-Pocket cost payments: PAI is legally obligated to comply with IRS guidelines that require issuing IRS Form 1099-MISC to all providers whom they pay, on behalf of CDPH, over \$600 in medical out-of-pocket cost payments in a calendar year. Therefore, PAI requires a W9 before they can make a payment to a provider. PAI has been working with Kaiser to obtain a W9. In the meantime, clients who see a Kaiser provider should pay for their service(s) and continue to submit receipts along with the Medical Out-of-Pocket Cost form. PAI will hold on to the documentation and remit payment once Kaiser has provided a W9. For providers for whom PAI does not have a W9 on file, PAI reaches out to the provider to obtain the W9. No action is required on the part of an enrollment worker or client. Please note that W9s are not required for payment of insurance premiums.

Magellan Update

Magellan will be disseminating a fax blast to pharmacies to inform them of whom at Magellan to contact for different pharmacy issues. Also, the Magellan Call Center provides technical assistance regarding billing at the pharmacy. The Magellan Call Center can be reached 24/7 at 800-424-5906.

Survey Update

Based on feedback from the ADAP Enrollment Worker Survey, we will revert to conducting the ADAP Enrollment Worker calls on a monthly basis instead of twice a month. The calls will occur every first Wednesday of the month. We will continue to email and post the call

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summary notes after each call. In addition, we will communicate policy and enrollment portal updates via email, as was the preferred communication method for the majority of enrollment workers who completed the survey.

Please note the following resources posted to the ADAP website:

- Statewide [ADAP EW Call Summaries](#)
- The [ADAP Calendar](#) which has been updated to include the dates and times for trainings and meetings

Q & A – Below are items that were covered during the Question and Answer session of the call:

1. What income documentation is required if a client is married and is unemployed or self-employed?
If the client and his/her spouse filed taxes jointly, please provide the joint tax return; there is no need for a marriage certificate in this case. If the client and his/her spouse filed taxes separately, please provide both tax returns. If the client is self-employed and did not file a tax return, then he/she should submit the tax return for his/her spouse and a Self-Employment Affidavit for the client and marriage certificate.
2. Is a tax return acceptable proof of residency?
No; however, a 1099 or W-2 is acceptable proof. If the client has no other proof of residency, the enrollment worker can sign a Residency Affidavit.
3. Are individuals who have Medi-Cal with a Share of Cost eligible for ADAP?
Yes, ADAP would pay up to the client's Medi-Cal Share of Cost amount. Also, please note that once ADAP covers the Share of Cost amount, Medi-Cal will pay for your other health care needs.
4. How do I use the People Picker to move a client to my site if the client has a pending application at a different site?
Currently, you will need to call your ADAP Advisor or A.J. Boggs CST for assistance. If a client has a pending application at a different site, moving the client to your site will not transfer an application created at the previous enrollment site. However, we are working with A.J. Boggs to have this corrected so that enrollment workers will be able to use the "Move to My Site" feature to move clients to their site and be able to view the client's application regardless of application status. This fix is scheduled to be released the week of October 10th.
5. How do I as an enrollment worker know if an insurance premium payment or medical out-of-pocket cost payment has been made on behalf of my client?

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Until the payment status dashboard is implemented in the A.J. Boggs portal (in a future functionality release), please contact your ADAP Advisor to inquire about payment status.

6. What is the timeline for OA-HIPP applications?

To help expedite the processing of an OA-HIPP application, please contact your ADAP Advisor to let him/her know that you have submitted an OA-HIPP application in the A.J. Boggs portal. The Advisor will process/approve the application and then PAI can remit payment.

7. How is a W9 related to a Payee Data Record?

A W9 is required by PAI to send medical out-of-pocket payments to providers. A Payee Data Record was required by CDPH Accounting for the purpose of insurance premium payments. Since PAI is paying insurance premiums, a Payee Data Record is no longer needed.

8. What documentation is being sent to providers to inform them that PAI is covering clients' medical out-of-pocket costs?

PAI sent an introductory letter to California's most highly utilized HIV providers. A copy of the letter is attached for your use/reference.

9. Who does PAI reimburse for medical out-of-pocket cost payments?

If a client made a medical out-of-pocket cost payment on his/her own at the time of the doctor's visit and submits the documentation to A.J. Boggs for reimbursement, PAI will reimburse the provider. Once PAI sends the reimbursement to the provider, the client may leave the funds with the provider as a credit for their next visit or work with the provider to get a refund.

10. What is the timeframe for PAI medical out-of-pocket cost reimbursement?

If a W9 is on file, a payment is remitted within five days from when the medical out-of-pocket cost documentation is approved. Kaiser payments are currently being held with PAI until Kaiser submits a W9.

11. What Magellan group codes does the pharmacy use?

Attached for your reference is the notification that was sent to all ADAP/Magellan pharmacies in California. The document includes pharmacy billing codes. If pharmacies have questions or billing issues, they are advised to call the Magellan Call Center for assistance: 800-424-5906.

Next Call – November 2, 2016, 9:30 am – 11:00 am



Dear Medical Provider:

You are receiving this letter because one or more of your patients is enrolled in the California Department of Public Health, Health Insurance Premium Payment (HIPP) Program. Effective July 1, 2016, HIPP will pay outpatient medical out of pocket expenses that count towards the patient’s annual out of pocket maximum. This includes co-payments, deductibles, and co-insurance. HIPP program clients will present a membership card to your office at the time of their visit (please see sample at the end of this letter). Pool Administrators Inc. (PAI) is the contracted vendor issuing payments for medical services on behalf of HIPP program clients. **Please contact PAI to establish an automated payment process that will allow you to receive payment in the most timely and efficient manner. Enclosed please find a W-9 Form, Request for Taxpayer Identification Number and Certification, to be filled out and returned to us so that we can process payments.** If you have any questions please do not hesitate to contact **PAI at 1-877-495-0990**, Monday-Friday, 8:00 am – 5:00 pm PST.

Any correspondence can be mailed to:

Pool Administrators Inc.
Attention: CDPH
628 Hebron Avenue, Ste 100
Glastonbury, CT 06033

To submit paper claims, please mail to the address below. For any questions about submitting paper claims, please call A.J. Boggs at **1-844-550-3944**.

A.J. Boggs
Attention: CDPH
4660 S. Hagadorn Rd., Suite 290
East Lansing, MI 48823

Thank you for your cooperation.

Client Services Unit
Pool Administrators Inc.




<Member Name Here>
Member ID: <Insert Member ID>

To stay eligible for the program, you must re-enroll every year by your birth date and you must recertify every year six months after your birth date. For eligibility or enrollment questions, please call: **1-844-550-3944**

To Providers: This member is enrolled in the California Department of Public Health, Health Insurance Assistance Program. Do not charge the member at time of service.
Please submit paper claims to:
A.J. Boggs
4660 S. Hagadorn Rd., Suite 290
East Lansing, MI 48823

This card does not guarantee eligibility. Please call the following number during each visit and follow the prompts to confirm eligibility: **1-844-550-3944**



3rd Pharmacy Notice

California Department of Public Health, Office of AIDS, ADAP (CDPH/OA/ADAP)

Effective July 1, 2016

New Pharmacy Benefits Manager Contractor

On **July 1, 2016**, the California Department of Public Health, Office of AIDS, AIDS Drug Assistance Program (CDPH/OA/ADAP), will be transitioning to the pharmacy benefits manager, **Magellan Rx Management**. Pharmacies must submit all ADAP pharmacy claims for payment through the pharmacy vendor's system for drugs on the ADAP formulary that are dispensed to ADAP clients on or after July 1, 2016. The new system will provide point-of-sale (POS) claims processing. **Effective July 1, 2016, the pharmacy providers should contact the Magellan Rx Management Pharmacy Call Center at 1-800-424-5906 for any questions relating to claims processing.**

**** Alert ** Claim Submission Differences**

Beginning **July 1, 2016**, all new pharmacy claims must be processed using Magellan Rx Management's RxBIN, RxPCN and RxGRP which are included in the table below. This same information will also be included on the client's prescription benefit ID card. The client's current prescription benefit ID number will not change. If the client presents at the pharmacy on or after July 1, 2016 without their prescription benefit ID card, the provider or the client can call Magellan Rx Management at 1-800-424-5906.

The following claim submission fields and requirements are being *highlighted* to assist in your claim submission during this transition. All claims must be submitted under the NCPDP Telecommunication Standard Version/Release D.0 effective **July 1, 2016**.

Transaction Header Segment				
Field #	NCPDP Field Name	Value	Payer Usage	Payer Situation
101-A1	BIN Number	018786	M	
104-A4	ADAP Processor Control Number (PCN)	222327	M	This is for clients who do NOT have Medicare.
	ADAP Medicare PCN	TROOP		This is for clients who DO have Medicare.
Claim Segment				
436-E1	Product/Service ID Qualifier	<ul style="list-style-type: none"> Ø3 = National Drug Code (NDC) 	M	<ul style="list-style-type: none"> Ø3
407-D7	Product/Service ID	<ul style="list-style-type: none"> NDC 	M	
Insurance Segment				
3Ø1-C1	GROUP ID	RX222327	R	Submit this for ALL clients.

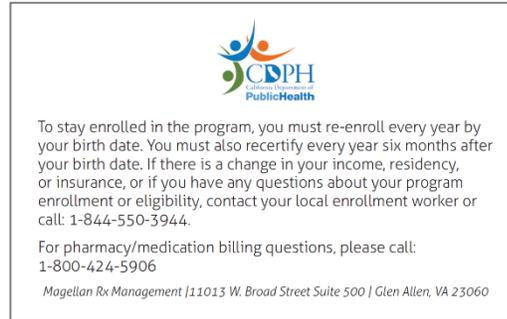
Please note in the Payer Usage column: M = Mandatory and R = Required

Client Prescription Benefit Identification Cards

Clients will receive a prescription benefit ID Card which will include the assigned Magellan Rx Management RxBIN ,RxPCN and RxGRP. Beginning **July 1, 2016**, all new pharmacy claims must be processed using the Magellan Rx Management assigned numbers.



Front of Prescription Benefit ID Card



Back of Prescription Benefit ID Card

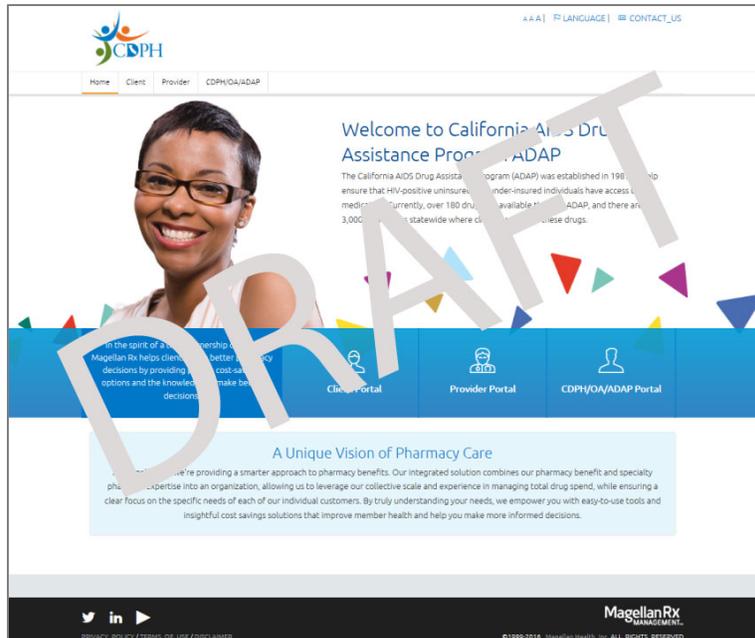
Also effective July 1, 2016, the CDPH/OA/ADAP has implemented A. J. Boggs & Company as a new contractor for client program eligibility and enrollment. For questions on client enrollment or to validate client eligibility, you can contact A. J. Boggs & Company at 1-844-550-3944.

Payer Sheets

In preparation for this transition, a new Payer Specification sheet is available. You can access the new payer specification sheet on the Web Portal at the address listed below under the Web Portal section. We encourage you to review the Payer Specification sheet and contact your software vendor to make any necessary changes to support this transition.

Web Portal

The Magellan Rx Management Web Portal for CDPH/OA/ADAP will go live on June 24, 2016. This site does not require secure sign-on and is located at <https://cdph.magellanrx.com>. Here users will have access to various training materials, the Payer Specification sheet, ADAP formulary, Prior Authorization forms and notifications.



Beginning June 24, 2016, you may contact the Magellan Rx Management Web Support Center at 1-800-241-8726, Monday – Friday from 5:00 a.m. – 5:00 p.m. PST, if you have any questions or problems regarding the Web portal.

Important Training Opportunities Available for Pharmacy Providers

Introduction to Magellan Rx Management courses will be offered to the pharmacy provider community. The course will include a review of claim submission differences and prior authorizations and will provide contact information for assistance with claims and prior authorizations. The course will also include a walk-through of the Web portal.

To register to attend one of the webinars listed below, please e-mail the Magellan Rx Management Training and Development department at MMATraining@MagellanHealth.com and include the following information in your e-mail:

- Name
- Facility name
- NPI
- Phone #
- E-mail
- Date and time of webinar

The training schedule is as follows:

Course Name	Date and Time
Introduction to Magellan Rx Management	June 24th 1:00 p.m. PST – 02:00 p.m. PST
	June 28th 9:00 a.m. PST – 10:00 a.m. PST
	June 29th 1:00 p.m. PST – 02:00 p.m. PST

Contact Information

Services	Source	Effective Date	Contact Information
POS Claims Processing – For technical or other POS and Prior Authorization assistance	Magellan Rx Management	July 1, 2016	1-800-424-5906
Prior Authorizations – Fax Number to submit Prior Authorizations	Magellan Rx Management	July 1, 2016	1-800-424-5927
Program Eligibility and Enrollment – Eligibility Verification	A.J. Boggs & Company	July 1, 2016	1-844-550-3944
Web Portal – Provider and Client Informative Information	Magellan Rx Management	June 24, 2016	https://cdph.magellanrx.com
Web Portal Support - Accessing and using the Web Portal	Magellan Rx Management	June 24, 2016	1-800-241-8726
Provider Training – Email address to register and attend training sessions	Magellan Rx Management	In Effect Now	MMATraining@MagellanHealth.com
Provider Network – Email address for Provider Network and contracts	Magellan Rx Management	In Effect Now	RxNetworksDept@magellanhealth.com

If you have any additional questions, please contact Magellan Rx Management via e-mail:

RxNetworksDept@magellanhealth.com MMATraining@MagellanHealth.com