

California Department of Public Health, Office of AIDS
Statewide ADAP Enrollment Worker Conference Call Summary
September 7, 2016

Processing ADAP Applications

Currently, when Enrollment Workers submit an application for a client via the portal the application is placed under “Needs Review. If the ADAP application does not have all of the eligibility documentation, please submit a signed 30-day Temporary Access Period Request form.

As applications are entered into the enrollment portal, ADAP staff are prioritizing review of applications for new clients and clients with expired eligibility end dates. In addition, A.J Boggs, Client Support Team is providing assistance with processing faxed and backlog applications. For additional support with clearing the backlog, the ADAP Eligibility and Operations Section has hired three new staff that will join the ADAP Branch in September.

Existing clients with applications under needs review have eligibility through September 30, 2016. If we are unable to clear the backlog by September 30, we will extend eligibility for existing clients through October 31, 2016.

It is ADAP’s goal to ensure all eligible clients have access to their life saving medications on the ADAP formulary within 24 hours. If you have a medication access issue and are at risk for treatment disruption, please continue to use the Emergency Access process as outlined below:

- Please contact A.J. Boggs at (844) 550-3944;
- If the issue is not resolved within 24 hours please contact Irina Banar, ADAP Health Program Specialist, at (916) 449-5882.

If you have a pharmacy related question or issue please contact the Magellan Call Center at (800) 424-5906 or send a secure email to:

CA_ADAPProviderResponseTeam@magellanhealth.com

If the issue is not resolved within 24 hours please contact Cynthia Reed Aguayo, ADAP Health Program Specialist, at (916) 449-5791 or Genevieve Lloyd, Magellan Pharmacist Account Executive, at (323) 327-7990 or email her at: gmlloyd@magellanhealth.com.

If you have **questions regarding a pending application that is in “needs review” and/or ADAP policies** please contact your ADAP Advisor. The ADAP Advisor list is located on the Office of AIDS website at:

<http://www.cdph.ca.gov/programs/aids/Documents/ADAPStaffLHJAssignments.pdf>.

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ADAP Enrollment Portal update

On September 5, 2016, a major system update added much needed functionality to the ADAP enrollment portal, including some priority functions identified during recent stakeholder and enrollment worker calls. Some of the system enhancements include:

- Automatic ADAP ID assignments
- Enrollment Workers can search for clients statewide and move clients to their enrollment site
- Search by date of birth and social security number in user administration
- Enrollment Workers can now submit forms and documents on the clients behalf
- W-2 and 1099 have been added to the drop box as an option for proof of residency
- Applications and forms will automatically be checked for completion of required responses before submission
- Enrollment Workers have the ability to provide comments at the end of the Consent & Submit page
- The eligibility dashboard has been moved from the grid and is now accessible by clicking the client's eligibility end date in the grid.

Some of the enrollment portal functionality that will be implemented the first week of October 2016 includes:

- Secure messaging with approval notifications
- Reporting of enrollment site activity
- Eligibility dashboard enhancements

Training dates for the October functionality release are scheduled for the following dates:

- Thursday, October 6 (2:00p.m.-4:00p.m.)
- Tuesday, October 11 (1:00p.m.-3:00p.m.)
- Thursday, October 13 (9:30a.m.-11:30a.m.)

Enrollment Workers are encouraged to attend the scheduled trainings. Please email support@CAMedAssist.org to register.

Enrollment Workers were sent the **Enrollment Worker Portal & Training Survey** on Friday, September 9, 2016. This survey will allow for feedback from enrollment workers on their experience with the portal functionality and the effectiveness of trainings. Your responses are very important and will help us improve the portal and develop a communication plan. Please complete the survey by September 21, 2016.