



State of California—Health and Human Services Agency  
California Department of Public Health



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OFFICE OF AIDS (OA)  
AIDS DRUG ASSISTANCE PROGRAM (ADAP)

Management Memorandum  
Memorandum Number: 2016-11

DATE: JUNE 27, 2016  
TO: ADAP ENROLLMENT WORKERS AND COORDINATORS  
SUBJECT: REMINDER OF ADAP POLICIES AND TECHNICAL ASSISTANCE

Starting July 1, 2016, ADAP's medication assistance program, Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program, and Medicare Part D Premium Payment Program will be administered via the A.J. Boggs eligibility system. The goal of this transition is to improve efficiencies for ADAP clients and Enrollment Workers (EWs), all the while maintaining federal requirements for secondary review at the CDPH/OA/ADAP level. This memo serves to assure that with the implementation of ADAP's new contractors, ADAP policies and the role of ADAP EWs remain unchanged. ADAP EWs must continue to screen clients to ensure they meet the ADAP eligibility criteria when they assist clients in person. This memo also outlines the technical assistance available to EWs during ADAP's transition to new contractors.

**Important Update: Self-Verification Forms (SVFs) for July**

All clients whose eligibility end date is in July received an SVF from A.J. Boggs in June. This includes clients who are due for an annual re-enrollment in July and clients who are at their six month recertification point. As instructed on the SVF, a client does not need to see his/her EW unless there are changes on his/her SVF. Therefore, EWs do not need to meet with ALL of their clients whose annual re-enrollment is due in July; they only need to meet with those who have changes in their eligibility information on their SVF. Please note, clients who are due for an annual re-enrollment in July will still receive an SVF in six months and must follow the instructions on the SVF.

The purpose of this one month deviation from the standard annual re-enrollment and SVF process is to alleviate some of the workload for EWs in the month of July. We want to ensure that EWs have enough time to get accustomed to the new A.J. Boggs eligibility system and with assisting clients with creating client profiles.

Starting August 2016, the annual re-enrollment process will revert back to the standard process: clients will have to come in to the Enrollment Site to see their enrollment worker to complete their annual re-enrollment.

### **New Clients**

As is the current policy, potential ADAP clients are required to work with an ADAP EW to enroll in ADAP's medication assistance program. Effective July 1, 2016, applications must be submitted via the A.J. Boggs eligibility system. After screening and verifying that the client is eligible for ADAP, the EW will assist the client in establishing a client profile, uploading appropriate documentation, and submitting an application in the A.J. Boggs eligibility system.

### **Current Clients**

Current clients must see their EW during their annual re-enrollment or if there are changes on their SVF at their six-month recertification point, whichever comes first. During this time, the EW will assist the client with establishing a client profile in the A.J. Boggs system and uploading and submitting the appropriate documentation. Once established, ADAP clients will have access to their own client profile in the A.J. Boggs eligibility system; however, they *are not required to use it on their own*. Clients who do not have access to a computer or scanner and/or the capacity to navigate through an electronic portal will continue to maintain their ADAP program eligibility via the assistance of their ADAP EW.

### **Self-Verification Forms**

*After a client's online client profile is established*, the SVF process remains generally unchanged. If there are no changes on an SVF, the client would simply return the SVF in the prepaid envelope to A.J. Boggs, as instructed on the SVF. If the client's information on the SVF has changed, the client would need to either see his/her enrollment worker so that the changes can be updated in the A.J. Boggs eligibility system or the client can log-in to his/her online client profile to make those changes. However, for now, the instructions on the SVF state that the client must see his/her EW if they have changes.

### **Annual Re-Enrollment**

*After a client's online client profile is established*, annual re-enrollment *may* be completed solely by the client via the client's profile. This is an option for those high-functioning clients that are able to navigate through their client profile, submit documents, and make updates as needed. We understand that many clients do not have the means or capacity to complete their annual re-enrollment on their own. These clients should continue to see their EW.

### **Uploading/Submitting Documents**

EWs will be able to assist clients with uploading documents to the client's profile; however, the client would have to be logged in to his/her profile in order to *submit* the application. Only the client can submit the application/documents because the client will need to attest to the integrity of his/her information that is being submitted.

### **Clients Switching to Different Site(s)**

At this time, in the online client profile, a client can select one ADAP Enrollment Site as his/her designated Enrollment Site. In the client's profile, a client has the flexibility to select a different Enrollment Site as the designated site whenever he/she visits a different Site. In the future, a client will have the option to select up to three ADAP Enrollment Sites as his/her designated Enrollment Sites. Once this feature is implemented, ADAP EWs at all three Sites will be able to see the client's profile.

Although a client may switch to a different Enrollment Site mid-application, it is recommended that application completion and submission be completed with the same EW from start to finish because compensation by CDPH/OA/ADAP is based on *submission* of an application.

### **Scanning Documents**

ADAP Enrollment Sites should have received scanners from CDPH. These are network scanners that are to be used to scan and upload documents to the A.J. Boggs system. Sites are encouraged to read and follow the instructions in the user manual that was included with each scanner to ensure that the scanners are functioning properly. If Sites feel that they require an additional scanner, they may utilize the funding that will be issued to each site, as per each site's CDPH/OA/ADAP contract, in order to purchase additional scanner(s). Scanning and uploading is the preferred method of document submission in the A.J. Boggs system. However, if an EW is unable to scan for some reason, documents may be faxed to A.J. Boggs' secure fax line: 517-481-3739.

### **Security & Confidentiality**

As is the current policy, all ADAP enrollment must be processed within a secure, CDPH-approved, ADAP Enrollment Site on a desktop computer. If working with a client who is homebound, the EW may travel outside of the ADAP Enrollment Site to assist the client with ADAP enrollment and may use a laptop ***only when approved by CDPH/OA/ADAP***.

### **Hard-Copy Files**

Although the A.J. Boggs eligibility system keeps electronic record of all applications, Enrollment Sites must continue to create hard-copy client files and the files must be kept one full year from creation, as a back-up. A checklist of what should be included in the files will be posted on our website under "Quick Links". Additional guidance will be provided before June 30, 2017 to inform of next steps. ADAP client files must be stored in a locked filing cabinet or in a secured (locked) office and may only be accessible to authorized ADAP EWs. No ADAP client eligibility files may be transported to or from the ADAP Enrollment Site ***except as approved by CDPH/OA/ADAP Advisors***.

### **Technical Assistance**

A CDPH/OA/ADAP Advisor will be contacting your Enrollment Site Contact before July 1, 2016 to provide technical assistance, answer any questions, and to provide any other support your Enrollment Site may need. In addition to your ADAP Advisor, A.J. Boggs Customer Service Team is available 8:00am – 5:00pm, Monday through Friday, at 844-550-3944.

Thank you,



Niki Dhillon, ADAP Branch Chief  
California Department of Public Health