



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

August 25, 2017 Notice #43

Contact Information

ADAP Call Center

Open 8 a.m. to 5 p.m. Monday through Friday

Toll-Free Phone: (844) 421-7050

Fax: (844) 421-8008

Mailing Address:

CDPH

P.O. Box 997426

Mail Stop 7704

Sacramento, CA 95899

ADAP Enrollment System IT Support

Open 8 a.m. to 5 p.m. Monday through Friday.

Toll-Free Phone: (844) 421-5091

Magellan Call Center

Open 24 hours a day, 7 days a week.

Toll-Free Phone: (800) 424-5906

Pool Administrators Inc. (PAI)

Open 8 a.m. to 5 p.m. Monday through Friday.

Toll-Free Phone: (877) 495-0990

Updates

The California Department of Public Health (CDPH) is committed to providing excellent customer service to its ADAP clients. Thank you for all of your hard work ensuring clients receive their life-saving medication.

Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program Medical Out-of-Pocket Benefit

Clients who are enrolled in OA-HIPP are eligible for the medical out-of-pocket benefit, which pays for outpatient medical out-of-pocket costs that count towards a client's medical insurance policy's annual out-of-pocket maximum. In accordance with Internal Revenue Service (IRS) guidelines, health providers are required to submit a completed IRS Form W-9 to our contractor, PAI, in order for PAI to remit medical out-of-pocket expense payments on a client's behalf. Enrollment workers have been provided with a list of health providers that have submitted an IRS Form W-9 to PAI for the medical out-of-pocket benefit as of August 18. Please note, this list is subject to change as a health provider's submission of an IRS Form W-9 does not ensure they are able to participate, as some health providers are unable to reimburse clients. Health providers reserve the right to opt out at any time. The list is intended to be used as a guide for enrollment workers to assist OA-HIPP eligible clients with locating health providers in their area that have submitted the IRS Form W-9 to PAI.

Enrollment workers have been reminded that CDPH/PAI is unable to provide a pre-authorization of payment to cover medical out-of-pocket expenses for future procedures. The medical out-of-pocket benefit is only available to cover outpatient expenses for services rendered prior to the submission of a claim. The expense must count towards the client's medical insurance policy's annual out-of-pocket maximum and must have occurred during the client's active OA-HIPP eligibility period.

Medicare Part D Premium Payment Program Application Process

Enrollment workers have been notified that effective today, August 25, the paper application **will no longer** need to be faxed with Medicare Part D Premium Payment Program applications or updates. An application must be submitted through the ADAP Enrollment System (AES) and the fax coversheet will be the only document that needs to be faxed to the ADAP Data Processing Center. The Fax Coversheet and Client Attestation Form have been revised to include additional checkboxes that will assist in streamlining the Medicare Part D Premium Payment Program application process.

Enrollment workers are advised to contact their ADAP advisor with questions.

Important Reminder: Client Eligibility End Dates

Enrollment workers have been reminded to reach out to clients to re-enroll and recertify them in a timely manner, so their eligibility is extended to their next recertification or re-enrollment date. Enrollment workers can utilize the Client Dashboard in the ADAP Enrollment System (AES) to view clients at their site with expiring or expired eligibility.

Reminder: Emergency Access

Enrollment workers were notified through email that starting August 1, they may experience an increased amount of clients requiring emergency access to medication due to clients not re-enrolling or recertifying their ADAP benefits on time. If your client does not have access to ADAP medications

and requires emergency access, please contact the ADAP Call Center at (844) 421-7050, 8:00 a.m. – 5:00 p.m., Monday through Friday (excluding state holidays). If your client needs emergency access after ADAP Call Center hours, please contact the Magellan Call Center at (800) 424-5906, 24 hours a day, seven days a week.

Clients whose eligibility has lapsed in the last 30 days due to not re-enrolling or recertifying will be granted a one-time emergency access approval. Clients whose eligibility has been expired for more than 30 days, who were dis-enrolled from ADAP due to not meeting ADAP eligibility requirements (i.e. exceeded the income criteria, moved out of state, etc.), or who have an expired Temporary Access Period (TAP) will **NOT** be granted emergency access.

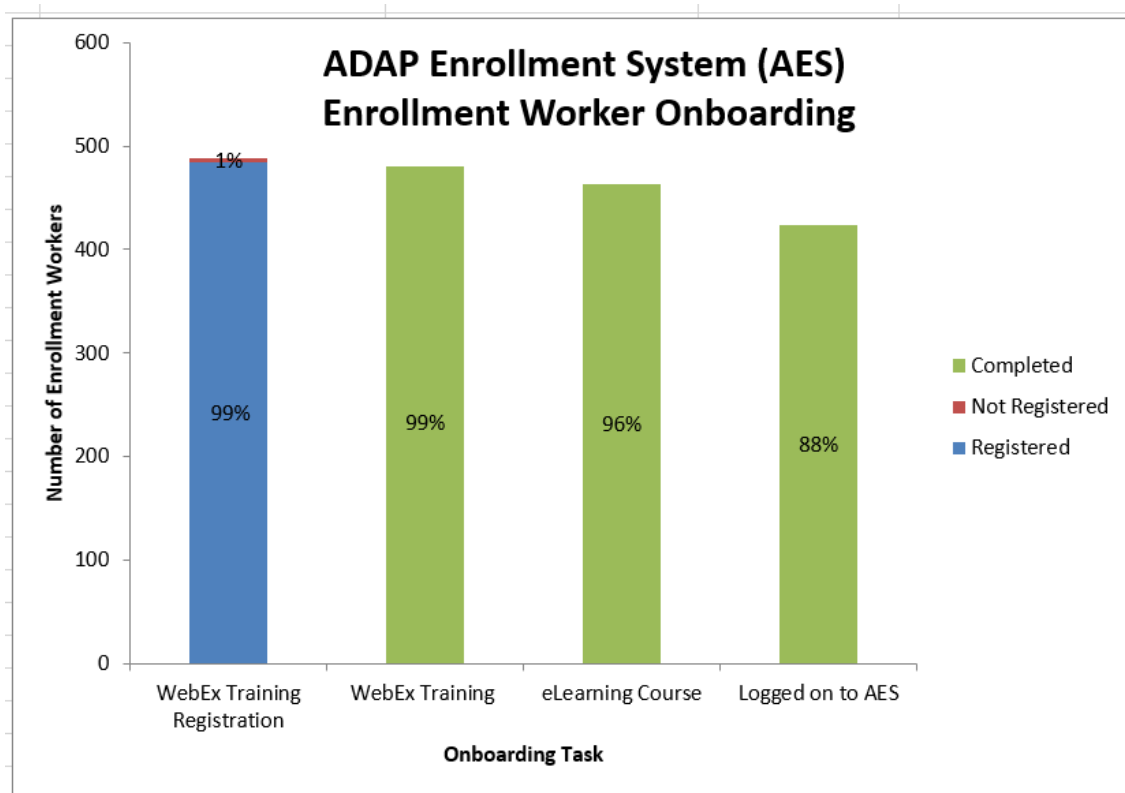
A fax blast was sent to ADAP pharmacies on August 1 notifying them of the potential increase in the amount of ADAP clients requiring emergency access. This fax blast will continue being sent to ADAP pharmacies every Tuesday for the remainder of the month. If a client needs emergency access, pharmacies are advised to contact Magellan's Call Center, inform the client to visit their enrollment worker to extend their eligibility further, and remind the client that this is a one-time emergency fill until their eligibility is updated.

AES Enrollment Worker Onboarding

On July 25, an email was sent to enrollment workers who have yet to log in to the AES notifying them that they have until **September 1** to do so. The September 1 deadline was chosen to give enrollment workers enough time to log in to the system and contact their ADAP advisor if technical assistance is needed.

Enrollment workers who do not meet this deadline will no longer be able to conduct ADAP services. If enrollment workers are unable to complete this requirement, they must contact their ADAP advisor.

As of August 22, 88 percent of enrollment workers have completed all onboarding requirements.



*As of August 22, 2017

For More Information

Thank you for your partnership and commitment to the health and safety of Californians living with HIV. With your assistance, we strive to ensure all eligible ADAP clients get the life-saving medication they need. We welcome and value your feedback. Please contact me with any suggestions, questions, or concerns.

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