



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

August 31, 2017 Notice #44

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.

Labor Day Operating Hours

CDPH will be closed on Monday, September 4, in observance of Labor Day. The Magellan call center operates 24 hours a day, seven days a week and is able to provide real-time, 24/7 access to a 30-day supply of medications for existing ADAP clients who experience access issues at the pharmacy. The phone number is (800) 424-5906.

Statewide ADAP Enrollment Worker Call

Enrollment workers have been reminded that the monthly Statewide ADAP Enrollment Worker Call will be Wednesday, September 6, from 9:30 - 11:00 a.m.

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

An email notification was sent to enrollment workers 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 a client does not have access to ADAP medications and requires emergency access, enrollment workers have been reminded to contact the ADAP Call Center at (844) 421-7050, 8:00 a.m. – 5:00 p.m., Monday through Friday (excluding state holidays). If a client needs emergency access after ADAP Call Center hours, enrollment workers have been reminded to 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 every Tuesday this month notifying them of the potential increase in the amount of ADAP clients requiring emergency access. 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.

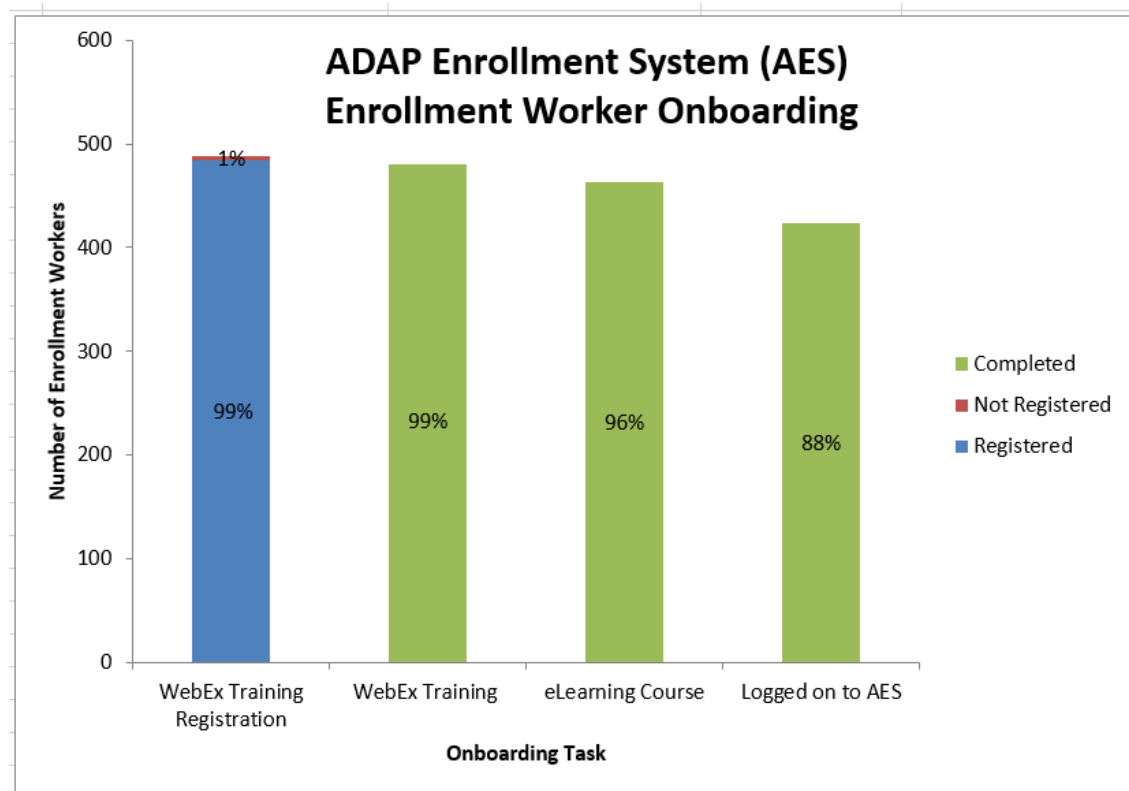
AES Enrollment Worker Onboarding

On July 25 and August 29, 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 28, 88 percent of enrollment workers have completed all onboarding requirements.



*As of August 28, 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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