



California Department of Public Health



Office of AIDS

# ADAP Update for Stakeholders

September 15, 2017, Notice #46

## 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.

# ADAP Enrollment System (AES) Release

On September 12, the Office of AIDS sent enrollment workers an email regarding the new functionalities available in the AES effective Friday, September 15. Attached to the email was the “Navigating the AES for ADAP EWs; Release 7, September 15” job aid and the Insurance Benefits Manager (IBM)/Medical Benefits Manager (MBM) Display job aid. The following functionalities were added:

1. Ability to filter clients by Insurance Assistance Type in the Dashboard.
2. Ability to view insurance premium payments and medical out-of-pocket cost claims paid on the Client Profile page.

Please note: Office of AIDS Health Insurance Premium (OA-HIPP) payments that were returned/refunded from the health plan to PAI and/or made prior to July 1, 2017 are **not** displayed on the IBM tab. Medical out-of-pocket cost claims that are being held for more information, denied, and/or made prior to July 1, 2017, are **not** displayed on the MBM tab.

## 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

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.

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.

## 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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