



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

September 7, 2017 Notice #45

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.

AES Release

The next ADAP Enrollment System (AES) release is scheduled for the week of September 11-15. CDPH will email all ADAP enrollment workers the day before the release is implemented to provide a Job Aid that outlines the new functionalities. The new functionalities outlined below will be available in the AES on the day of the release:

- Update of the Insurance Assistance tab for ADAP Advisors to improve clarity, consistency, user friendliness, and quality assurance prior to open enrollment.
- Addition of a binder and expedite payment indicator for PAI data transfers.
- Display of insurance premium payment transactions and medical out-of-pocket claims processed.

Reminder: Enrollment Worker Question & Answer Session

CDPH will conduct a Question and Answer session via WebEx on Tuesday, September 12 from 1:30 – 3:00 p.m. The session will provide an opportunity for enrollment workers to ask questions regarding recent enhancements to the AES. The October Question & Answer session will be conducted on Tuesday, October 10 from 1:30 – 3:00 p.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

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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