



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

January 12, 2017, Notice #10

Contact Information	
Office of AIDS (CDPH)	
Open 8 am to 5 pm Monday through Friday	
<u>Toll-Free Phone:</u> (844) 421-7050	
<u>Fax:</u> (916) 440-5490	
AJ Boggs Customer Support Team	
Open 8 am to 5 pm Monday through Friday	
<u>Toll-Free Phone:</u> (844) 550-3944	
<u>Fax:</u> (844) 666-1411 (517) 481-3739	
Magellan Call Center	
Open 24 hours a day, 7 days a week	
<u>Toll-Free Phone:</u> (800) 424-5906	
Pool Administrators Inc. (PAi)	
Open 8 am to 5 pm Monday through Friday	
<u>Toll-Free Phone:</u> (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 that clients receive their life-saving medications.

Portal Update

The portal remains unavailable to ADAP enrollment workers and clients at this time. We will begin to make it available to enrollment workers through a new, secure connection via Citrix Access Gateway in late January. CDPH will contact enrollment workers with more information and instructions on how to access the portal once it becomes available.

Upcoming Eligibility Extension

To ensure clients have access to ADAP prescriptions while the portal is unavailable, CDPH is making additional eligibility extensions:

On September 30, 2016, CDPH extended eligibility for clients with eligibility end dates in September 2016 and October 2016. A number of clients whose eligibility was extended at that time (with an end date of October 31), are still overdue for re-enrollment or recertification. To ensure these clients have access to ADAP prescriptions, their eligibility will be extended 12 months from their original eligibility end date.

- For example, a client who was due for a Self-Verification Form (SVF) in August 2016 will have eligibility extended to August 2017.
- A client who was due for a re-enrollment in September 2016 will have eligibility extended to September 2017.

This eligibility extension will be effective January 18, 2017.

These clients will also receive a SVF or re-enrollment postcard about six months *before* their eligibility end dates. The SVF and re-enrollment postcards will include each client's new, extended eligibility end date and will prompt clients to meet with their enrollment workers, even though their eligibility has already been extended.

- For example, a client who was due for a SVF in August 2016, and will be extended to August 2017, will receive a postcard *for re-enrollment in February 2017*.

A client who was due for re-enrollment in September 2016, and will be extended to September 2017, will receive a SVF in March 2017.

Even though eligibility will be extended, enrollment workers must continue to meet with clients to conduct the re-enrollment or recertification process to ensure the clients are still eligible for ADAP. This is a requirement of ADAP's federal funder, written in federal Ryan White legislation. The application and supplemental documentation must be stored in the client's physical file at the enrollment site for audit purposes.

Client Signatures

ADAP applications, SVFs, and Consent Forms must be signed by the client. An enrollment worker cannot sign on the client's behalf. Also, "signature on file" is unacceptable.

Enrollment Worker Call Summary Notes

The call summary notes from the January 4 Statewide ADAP Enrollment Worker Call will be posted to ADAP's webpage.

Enrollment Worker Communications

Based on feedback from enrollment workers, the frequency of weekly ADAP communications will be scaled back to once a week. Effective today, enrollment worker communications will be disseminated every Thursday.

All enrollment worker communications are now available on ADAP's webpage.

Holiday Hours for January 16

CDPH will *not* be operating on Monday, January 16 in observance of Martin Luther King Jr. Day.

AJ Boggs CST *will* operate during their normal business hours, 8 a.m. to 5 p.m.

The Magellan call center operates 24 hours a day, seven days a week.

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 medications they need. We welcome and value your feedback. Please contact your ADAP Advisor with any suggestions, questions or concerns.

Karen E. Mark, MD, PhD
Chief, Office of AIDS
Karen.Mark@cdph.ca.gov