



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

January 17, 2018, Notice #57

Contact Information

ADAP Call Center

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Magellan Call Center

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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.

Happy New Year

The Office of AIDS (OA), AIDS Drug Assistance Program (ADAP) would like to wish enrollment workers and their families a Happy New Year. We look forward to continue working together to ensure clients have access to life-saving medication.

The enrollment worker update from the week of December 25 - 29 was not sent due to the holidays. Updates will continue being sent every two weeks.

ADAP Enrollment Site Funding

The 2017 Budget Act included a one-time increase of \$4 million for enrollment sites, for a total of \$8 million in Fiscal Year (FY) 2017-2018. Governor Brown's Fiscal Year (FY) 2018-2019 state budget proposes an increase in funding for ADAP enrollment sites, and that starting in FY 2018-2019, the total amount of funds for ADAP enrollment services performed will be adjusted annually through a process based on caseload and estimated services to be performed each FY. For FY 2018-2019, CDPH projects enrollment costs of \$7.99 million. More information about the Office of AIDS-specific items in the Governor's Budget is located at this [site](#).

ADAP Re-enrollment and the Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program

Clients who have lapsed in ADAP and OA-HIPP eligibility will need to resubmit OA-HIPP documentation during ADAP re-enrollment. If OA-HIPP documentation is not provided, payments will not be sent to the client's health insurance plan. The client must be re-enrolled into both ADAP and OA-HIPP. If you have further questions, please contact the client's OA-HIPP Advisor.

Updated Assignments Roster

The ADAP Assignments Roster is updated. Please see attached.

Network Outage

On Wednesday, December 20, 2017, CDPH, and several other Sacramento-area state agencies experienced a network outage. The network was restored Thursday morning, December 21, 2017. The outage affected internal CDPH staff and prevented ADAP enrollment workers from utilizing the ADAP Enrollment System (AES). We sincerely apologize for any inconvenience this may have caused.

Magellan File Transfer Interruption

A file transfer interruption occurred between Magellan, our Pharmacy Benefits Manager (PBM), and the AES due to the CDPH network outage on December 20, 2017. During the network outage, Magellan was unable to receive updates from the AES. Once the AES was restored, Magellan began receiving files that were not sent during the outage as well as the regular transfer files that are sent from the AES every 15 minutes. Files were being loaded into Magellan out of sequence, which stopped all subsequent files from loading.

CDPH was first made aware of this issue the evening of December 26, 2017 and the files were loaded to Magellan's system on December 27, 2017. All files are now current.

Magellan is now alerted when a file arrives from the AES, but is not loaded. CDPH is currently working on improving emergency processes should CDPH experience another network outage.

California Wildfires - December 2017

On December 19, 2017, all ADAP enrollment workers received Management Memo 2017-11 outlining the temporary emergency access procedure for ADAP clients impacted by the December 2017 California wildfires.

If an ADAP client has been affected by the California wildfires, ADAP will grant the client emergency access, which will provide the client with an additional 30 days of eligibility. This will not count towards the client's one time emergency access request.

Please see the attached Management Memo 2017-11 for more information.

ADAP Formulary Updates

On December 21, 2017, enrollment workers received Management Memo 2017-12, announcing the addition of dolutegravir/rilpivirine (Juluca) to the ADAP formulary.

On December 22, 2017, enrollment workers received Management Memo 2017-13, announcing the addition of glecaprevir/pibrentasvir (Mavyret), a newly approved hepatitis C medication, and the removal of nandrolone, a medication that is no longer commercially available.

Please see the attached Management Memos 2017-12 and 2017-13 for more information.

Covered California Client Letters

On December 14, 2017, CDPH mailed letters to ADAP clients reminding them of the Covered California open enrollment period and encouraging them to enroll in comprehensive health care coverage. In distributing the letters, CDPH inadvertently included clients who are enrolled in, or are eligible for, Medicare, Medi-Cal or private insurance. We understand this may cause confusion for many of our clients. Please inform them that the letter was sent in error and that they are not required to enroll in a Covered California health plan.

Additionally, in the beginning of this month, CDPH mailed a letter to impacted clients informing them that they received the letter in error and are not required to enroll in a Covered California health plan.

Reminder: Covered California and Off-Exchange Open Enrollment Periods

The Covered California open enrollment period for 2018 coverage is November 1, 2017, through January 31, 2018.

Clients who are uninsured and ineligible to purchase insurance through Covered California are encouraged to purchase insurance directly through health insurance plans. ADAP has established an off-exchange process with the following plans: Anthem Blue Cross, Blue Shield of California, Health Net, and Kaiser Permanente. The open enrollment period for Anthem Blue Cross, Blue Shield of California, Health Net, and Kaiser Permanente off-exchange plans is November 1, 2017, through January 31, 2018. In order for a client's coverage to begin on March 1, 2018, the client must submit a complete application to the health insurance plan, no later than January 31, 2018. ADAP strongly recommends that clients contact the health plan directly regarding open enrollment dates, if enrolling in a plan other than the ones listed above. Different plans may have different open enrollment dates.

Enrollment workers will need to ensure enrollment in OA-HIPP 24 to 48 hours after enrollment in the health plan. For existing OA-HIPP clients, updated documents must be provided as soon as possible.

Reminder: Client Eligibility End Dates

It is critical that enrollment workers 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 should utilize the Client Dashboard in the AES to view clients at their site with expiring or expired eligibility.

For More Information

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