



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

January 26, 2017, Notice #12

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 ADAP enrollment portal is available to several enrollment workers who are testing the system and access via a secure Citrix connection set up by CDPH. **To allow for additional enrollment worker testing, we will not roll out full access to the enrollment portal this week.** We will provide updates and guidance to enrollment workers regarding portal access and program policies and procedures as they become available.

Open Enrollment Ending

Uninsured individuals still have until January 31 to obtain health coverage through Covered California or off-exchange insurance plans. Coverage would begin on March 1. To enroll in coverage after the open enrollment period ends, an individual must experience a “qualifying life event.” Most special enrollment periods last 60 days from the date of the qualifying life event.

Eligibility Extensions & SVFs/Postcards

Effective January 24, no active clients will have eligibility that expires before March 1, 2017. By early February, CDPH will extend eligibility by six months for all clients who have an end date between March 2017 and June 2017.

Please note that clients whose eligibility was set to expire March 1, 2017 through March 15, 2017 will receive Self-Verification Forms (SVFs) and annual re-enrollment postcards that include their *original eligibility* end date. SVFs and postcards are sent 45 days before the client’s eligibility end date, and, as noted above, eligibility for these clients will not be extended until early February.

Clients whose eligibility is being extended will still receive an SVF or postcard 45 days before their original end date. **To ensure that clients come in to recertify and re-enroll even though their eligibility has already been extended, SVFs and postcards will not indicate the eligibility end date.** (This decision was made with input from ADAP’s Enrollment Worker Advisory Committee).

For example, a client due for re-enrollment on March 30, 2017 whose eligibility has already been extended six months will receive a re-enrollment postcard that says: “Your prescription coverage is ending soon. Please contact your enrollment worker by March 30, 2017 to renew your eligibility.

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