



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

January 26, 2018, Notice #58

Contact Information

ADAP Call Center

Open 8 a.m. to 5 p.m. Monday through Friday

Toll-Free Phone: (844) 421-7050

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Mailing Address:

CDPH
P.O. Box 997426
Mail Stop 7704
Sacramento, CA 95899

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.

Important Reminder: Covered California and Off-Exchange Open Enrollment Periods End January 31

The Covered California open enrollment period for 2018 coverage ends January 31.

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 these off-exchange plans ends January 31. **In order for a client's coverage to begin on March 1, the client must submit a complete application to the health insurance plan, no later than January 31.** ADAP strongly recommends 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 the Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program 24 to 48 hours after enrollment in the health plan. For existing OA-HIPP clients, updated documents must be provided as soon as possible.

CDPH is aware that the binder payment processing time has been slow for clients choosing to enroll in Blue Shield off-exchange plans. We have been working closely with Blue Shield to improve and streamline the off-exchange binder payment process. Clients who would like to enroll in a Blue Shield off-exchange plan have until January 31 to submit documentation for a binder payment to be made on a client's behalf. Please contact the client's OA-HIPP Advisor if you have any questions.

OA-HIPP Anthem Blue Cross Clients

Clients who were previously enrolled in Anthem Blue Cross and have transitioned to Blue Shield are advised to contact their OA-HIPP Advisor if the client has experienced any payment issues. CDPH has established contacts at Blue Shield that may be able to assist in researching and resolving payment issues. The client's OA-HIPP Advisor will assist in resolving the issue.

ADAP Document Retention

Effective immediately, CDPH will no longer require ADAP enrollment sites to maintain paper-based client files. All client information will be stored securely in the ADAP Enrollment System (AES).

For enrollment sites with paper files, ADAP client files must be retained for a period of four years (current year plus three prior years). Once these files have reached the retention timeframe, they may be destroyed.

ADAP files must be destroyed in a manner that makes them impossible to reconstruct. Paper-based records cannot be disposed in garbage containers. Documents must be shredded, preferably with a crosscut shredder, and properly disposed.

CDPH will provide a management memorandum reminding enrollment workers that they are no longer required to maintain paper files and provide further guidance on acceptable methods of destruction of paper-based records.

Medicare Part D Premium Payment (MDPP) Program Payments

As a reminder, payments for existing MDPP clients are paid one month prior to the payment due date. For example, a MDPP client's payment will be made the last week of January for a payment that is due on March 1. Payments are only made once a month for MDPP clients.

Reminder: Client Eligibility End Dates

It is critical that enrollment workers reach out to clients to re-enroll and recertify them within 30 days, 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.