



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

February 2, 2017, Notice #13

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. We will provide updates and guidance to enrollment workers regarding portal access and program policies and procedures as they become available.

Covered California Open Enrollment

Open enrollment for health coverage through Covered California ended on January 31. However, individuals who started an application have until February 4 to complete the process with help from a Certified Insurance Agent, Service Center Representative or Community Enrollment Partner. Those who finish their application by February 4 will have their health care coverage start on March 1. Please visit the CoveredCA website for more information.

AJ Boggs Fax Confirmations

AJ Boggs Customer Support Team (CST) sends fax confirmations upon *receipt* of an application and upon *approval* of the application. If an enrollment worker does not receive a fax confirmation confirming *receipt* of the application within 24 hours of submission, please call the CST to ensure the fax was received.

Enrollment Worker Resources

A Spanish version of the Interim ADAP Application is now available. An updated OA-HIPP Caseload Roster is also available.

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.

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