



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

February 16, 2017, Notice #15

Contact Information
<p>Office of AIDS (CDPH)</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (844) 421-7050</p> <p><u>Fax:</u> (916) 440-5490</p>
<p>AJ Boggs Customer Support Team</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (844) 550-3944</p> <p><u>Fax:</u> (844) 666-1411 (517) 481-3739</p>
<p>Magellan Call Center</p> <p>Open 24 hours a day, 7 days a week</p> <p><u>Toll-Free Phone:</u> (800) 424-5906</p>
<p>Pool Administrators Inc. (PAi)</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (877) 495-0990</p>

Updates

The California Department of Public Health (CDPH) is committed to providing excellent customer service to its ADAP clients. Thank you for your instrumental work to implement the process to ensure our clients are enrolled in the program and are receiving life-saving medication.

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.

Modified Self-Verification Form (SVF)

In keeping with federal ADAP recertification requirements, the income verification question on the Self-Verification Form has been modified, as outlined in Management Memo 2017-02. If a client's annual household income has changed, but it is still within the program income eligibility requirements, the client does not need to meet with his/her enrollment worker or provide supporting income documentation. This change reduces income documentation requirements for clients and enrollment workers. Please read the management memo for more information and to see the new SVF template. The modified SVF is effective March 2017.

Enrollment Worker Call Notes

The call notes from the February 1 Statewide ADAP Enrollment Worker Conference Call have been posted to ADAP's website.

Reminder: Eligibility Extension

In early February, CDPH extended eligibility by six months for all clients in the portal who were not dis-enrolled or whose applications were not denied. Clients whose eligibility was extended will still receive an SVF or postcard 45 days before their original eligibility end date. Even though client eligibility is 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.

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.