



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

March 1, 2017, Notice #17

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> (844) 421-8008</p> <p><u>OA HIPP 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 receiving life-saving medication.

Contractor Update

After careful and thoughtful consideration of all options, CDPH has decided to terminate its contract with AJ Boggs & Company. This decision was made in order to best serve the state's 29,000 ADAP clients. Effective March 6, 2017 eligibility and enrollment services will be handled by CDPH.

Please continue to submit documentation to AJ Boggs and continue to call the AJ Boggs Customer Support Team at (844) 550-3944 through 5 pm PST Friday, March 3, 2017. Please begin using the new fax number provided below on Monday, March 6 to avoid delays.

Consistent with usual business practices, the call center will be closed on weekends (including March 4-5). Existing clients can call Magellan 24 hours a day, 7 days a week at (800) 424-5906 with questions or issues related to medication access at the pharmacy.

ADAP Eligibility & Enrollment Services

CDPH worked with a consulting firm to create a new ADAP enrollment system. We want to thank enrollment workers who have provided feedback and suggestions, which have been incorporated into the new system. CDPH has also established an ADAP call center and data processing unit in order to conduct eligibility and enrollment services starting March 6.

We will begin providing enrollment workers training and access to the new enrollment system during the week of March 13. We will provide more guidance and information as it becomes available.

Effective Monday, March 6, enrollment workers should:

- Fax ADAP applications directly to the ADAP data processing unit at 844- 421-8008.
- Call the ADAP call center at 844-421-7050 for questions regarding enrollment and eligibility. The call center is open 8 a.m. to 5 p.m., Monday through Friday.

Enrollment workers should continue to:

- Fax OA-HIPP and Medicare Part D applications to (916) 440-5490.
- Contact the appropriate OA-HIPP Analyst regarding OA-HIPP and Medicare Part D premium payment questions.

Self-Verification Forms & Postcards

AJ Boggs has mailed March and April Self Verification Forms (SVFs) and postcards. AJ Boggs will re-route completed and returned SVFs to CDPH.

ADAP Document Submission Requirements

Until further notice, ADAP will maintain its minimized document submission requirements. Please continue to submit applications only for:

1. New Applicants or Clients with Expired Eligibility

Only an ADAP application and ADAP Consent Form are required. Supplemental documentation is not required. However, the entire application packet (application, consent form, and supplemental documentation) must be kept in the client's physical file at the enrollment site.

2. Existing Clients with Changes in Health Coverage Status or Mailing Address

Only the ADAP application with the updated information should be submitted. Supplemental documentation does not need to be submitted, but must be kept in the client's physical file at the enrollment site.

OA-HIPP Document Submission

OA-HIPP clients' health plan billing statements must be submitted at the time of re-enrollment, recertification, and any time there is a change in order to ensure that premium payment is made accurately. Again, please submit this information directly to the appropriate OA-HIPP Analyst or fax it to OA-HIPP at (916) 440- 5490.

Effective March 6, 2017, Medical Out-of-Pocket Claim forms and supporting documentation must be submitted directly to Pool Administrators Inc. via fax, secure email or mail:

E-Fax Number: 860-560-8225

Email: CDPH_MBM_Fax@pooladmin.com

Mail: PAI-CDPH 628 Hebron Ave., Suite 100, Glastonbury, CT 06033

Client Communication

Clients will receive a letter, both in English and Spanish, from Magellan Rx Management informing them of this transition. At this time, there is no required action for clients. Clients will also receive a new Magellan Rx Management card with the CDPH phone number for eligibility questions. For your reference, a sample client letter is attached.

Additional Information

There is no change to the Magellan Rx Management contract. Magellan will notify all in-network pharmacies via fax of the change in contractors.

Pharmacies should not be impacted by this transition. ADAP eligibility file data transfers to Magellan will continue every 15 minutes, which is current practice. Magellan will also continue to provide real-time, 24/7 access to medications, including a 30-day supply for existing ADAP clients who experience access issues at the pharmacy.

The Pool Administrators Inc. contract has been modified to include a full-time employee to oversee and manage Medical Out-of-Pocket Claim forms and supporting documentation for eligible OA-HIPP clients.

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.