California Department of Public Health

Office of AIDS

ADAP Update for Enrollment Workers

March 30, Notice #22

Contact Information
ADAP Call Center Open 8 a.m. to 5 p.m. Monday through Friday. Toll-Free Phone: (844) 421-7050 Fax: (844) 421-8008 Mailing Address: CDPH P.O. Box 997426 Mail Stop 7704 Sacramento, CA 95899
ADAP Enrollment System IT Support Open 8 a.m. to 5 p.m. Monday through Friday. Toll-Free Phone: (844) 421-5091
Magellan Call Center Open 24 hours a day, 7 days a week. Toll-Free Phone: (800) 424-5906
Pool Administrators Inc. (PAi) Open 8.am 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 your instrumental work to implement the process to ensure our clients are enrolled in the program and receiving life-saving medication.

30-Day Temporary Access Period (TAP) Form

Per existing policy, if a new client does not have all of the required eligibility documentation at the time of enrollment, an enrollment worker can submit a TAP form. This allows the client 30 days of temporary ADAP eligibility while he/she works to compile and submit the missing documentation.

Submitting a TAP form via the Enrollment System:
To submit a TAP form for a client via the ADAP Enrollment System, upload the completed and signed form into the system as an attachment. Once the client provides the missing eligibility documentation, please enter the information in the system, check off the appropriate type of document in the "Attachments" tab to clear the TAP, and contact your ADAP Advisor (https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx) in order for the Advisor to extend the client's eligibility end date to the client's re-enrollment or recertification date.

Submitting a TAP form via fax:
If you do not yet have access to the ADAP Enrollment System and are faxing a new ADAP application that requires a TAP form, please complete section 7 of the ADAP application. Once the client provides the missing information, please update the necessary information on the ADAP application and indicate on the fax cover sheet that the information is intended to clear a TAP.

New clients who are placed on a TAP need to submit missing documentation within 30 days in order to have their eligibility extended.

If the client's eligibility has already been extended during this transition period, and you are meeting with an existing client to conduct a re-enrollment or recertification and you submit a TAP form, we will not change the client's eligibility end date. However, per our federal funding requirements, the client's eligibility documentation still needs to be collected. Please ensure that your clients are aware that their missing eligibility documentation is required. At this time, the eligibility documentation does not need to be submitted to ADAP but must be collected and kept in the client's physical file at the enrollment site.

Client Handout

For your optional use, please see the attached Client Handout that you may complete and provide to your clients upon ADAP enrollment, re-enrollment, or recertification. The intent of the handout is to remind clients of their enrollment worker contact information, client ID number, and re-enrollment and recertification information.

Submitting OA-HIPP & Medicare Part D Applications

We are streamlining our processes so that all ADAP documents are faxed to the ADAP data processing center at (844) 421-8008 or to the e-fax cdphmedassistfax@cdph.ca.gov. Effective immediately, please fax all OA-HIPP and Medicare Part D applications to the ADAP data processing center instead of to the separate OA-HIPP and Medicare Part D fax numbers.

ADAP Enrollment System Training Deadline

If you have not registered for a training session, please register for one of the training sessions outlined below that were emailed to you on March 24. The WebEx system training is required but the Question and Answer (Q/A) sessions are optional. The WebEx link and call-in/passcode information needed to participate in the training and Q/A sessions are in the email invitations. All you have to do is accept or decline the meeting invitation.

Date	Training	Time
April 6	System Training	1:00 p.m. - 2:30 p.m.
April 7	Q/A	1:00 p.m. - 2:00 p.m.
April 11	System Training	11:00 a.m. - 12:30 p.m.
April 13	Q/A	11:00 a.m. - 12:00 p.m.
April 19	System Training	10:00 a.m. - 11:30 a.m.
April 20	Q/A	10:00 a.m. - 11:00 a.m.
April 27	System Training	11:00 a.m. - 12:30 p.m.
April 28	Q/A	11:00 a.m. - 12:00 p.m.

Unless there are extenuating circumstances, **all ADAP enrollment workers must complete a training webinar via WebEx, complete the self-paced, 30-40 minute eLearning course, receive their username and password, and log into the ADAP Enrollment System by May 5, 2017.** If you have not registered for a training session and you are unable to attend a training session outlined above, or otherwise believe you will not be able to meet this requirement, please contact your ADAP Advisor (https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_resourcespage.aspx) as soon as possible.

Reminder: March 31 Operating Hours

CDPH will be closed on Friday, March 31, in observance of the Cesar Chavez holiday. The Magellan call center, (800) 424-5906, operates 24 hours a day, seven days a week and is able to provide real-time, 24/7 access to a 30-day supply of medications for existing ADAP clients who experience access issues at the pharmacy.

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.