



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

January 3, 2017, Notice #7

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 portal remains unavailable to ADAP enrollment workers and clients at this time. The portal is only available to:

- ADAP Advisors,
- The A.J. Boggs Customer Support Team (CST), and
- Magellan call center staff.

We anticipate the portal will begin to be made available to enrollment workers through a new, secure connection sometime in January 2017. We will provide more information as it becomes available.

Reminder: Medication Access After Enrollment

Enrollment workers have been reminded not to direct clients to the pharmacy to pick up ADAP prescriptions until they have received confirmation from AJ Boggs that the application has been processed. This confirmation, generally, takes about two weeks. If a client needs access to prescriptions in less than 48 hours, the enrollment worker should indicate “PRIORITY” on the fax cover sheet, so the application can be prioritized.

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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