California Department of Public Health

Office of AIDS

# ADAP Update for Stakeholders

**January 6, 2017, Notice #8**

| Contact Information |
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| Office of AIDS (CDPH)<br><br>Open 8 am to 5 pm Monday through Friday<br><br>Toll-Free Phone: (844) 421-7050<br><br>Fax: (916) 440-5490 |
| AJ Boggs Customer Support Team<br><br>Open 8 am to 5 pm Monday through Friday<br><br>Toll-Free Phone: (844) 550-3944<br><br>Fax: (844) 666-1411<br>(517) 481-3739 |
| Magellan Call Center<br><br>Open 24 hours a day, 7 days a week<br><br>Toll-Free Phone: (800) 424-5906 |
| Pool Administrators Inc. (PAi)<br><br>Open 8 am to 5 pm Monday through Friday<br><br>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 all of your hard work ensuring that clients receive their life-saving medications.

# Management Memo 2017-01

Management Memo 2017-01 was disseminated to enrollment workers on January 4, 2017. The memo announces the addition of sofosbuvir 400 mg/velatasvir 100 mg (Epclusa), a hepatitis C virus drug, to the ADAP formulary.

# Portal Update

The portal remains unavailable to ADAP enrollment workers and clients at this time. We anticipate the portal will begin to be made available to enrollment workers through a new, secure connection via Citrix Access Gateway in late January 2017. CDPH will contact enrollment workers with more information and instructions on how to access the portal once it becomes available.

# Fax Coversheet

Enrollment workers were provided a revised AJ Boggs fax coversheet on January 5, 2017. The fax coversheet includes a checkbox that allows enrollment workers to indicate if a client is out of medications or is expected to run out of medications. This enables AJ Boggs to prioritize processing these applications and ensure that clients do not miss any doses of their medications.

# Reminder: Re-enrollment or Recertification

Enrollment workers have been reminded to continue to meet with their clients to conduct the re-enrollment or recertification process to ensure that clients are eligible for ADAP, even though client eligibility has been extended. This is a requirement of our federal funding. The application and supplemental documentation must be stored in clients' physical files at the enrollment site for audit purposes. Even after the portal is restored, supplemental documentation will not be required to be submitted retroactively.

# 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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