



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

October 12, 2017, Notice #50

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 a.m. 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 all of your hard work ensuring clients receive their life-saving medication.

ADAP Enrollment System (AES) Release

On October 10, the Office of AIDS (OA) sent enrollment workers an email regarding the new functionality available in the AES effective Wednesday, October 11. Attached to the email was the “Navigating the AES for ADAP EWs; Release 8.1, October 11” job aid. The following functionality is now available:

- Ability to capture the client’s preferred language on the Demographics Tab. The client’s preferred language can be found on the Demographics Tab and Client Profile Page of the AES.

Enrollment workers were advised to contact their ADAP Advisor if they have any questions.

Covered California Open Enrollment Period

The Covered California open enrollment period for 2018 coverage is November 1, 2017, through January 31, 2018. CDPH will mail letters regarding open enrollment to existing OA-HIPP clients that are enrolled in Covered California and ADAP clients that do not have health coverage. A Management Memorandum will be provided to enrollment workers regarding the Covered California open enrollment period and OA-HIPP program requirements. Enrollment workers will receive a copy of the letters and the Management Memorandum prior to mailing.

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 medication they need. We welcome and value your feedback. Please contact me with any suggestions, questions, or concerns.

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