California Department of Public Health

Office of AIDS

ADAP Update for Enrollment Workers

October 31, 2017, Notice #52

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 your instrumental work to implement the process to ensure our clients are enrolled in the program and receiving life-saving medication.

Medicare Part D Benchmark Plans

Clients enrolled in Medicare and identified as full Low Income Subsidy (LIS) are encouraged to enroll in a Medicare Part D benchmark plan. Clients who do so will have low out-of-pocket prescription copayments and no monthly Medicare Part D premium payment obligation. Clients who receive full LIS are eligible to enroll or change plans once a month, anytime during the year. Please see the attached document for a list of the 2018 Medicare Part D benchmark plans.

ADAP Forms

ADAP is in the process of ensuring all of our forms and documents utilized by clients are available in Spanish. The following Spanish forms are currently available on the new webpage, https://www.cdph.ca.gov/Programs/CID/DOA/Pages/OA_adap_forms.aspx:

- Income Verification Affidavit
- Insurance Premium Payment Assistance Medical Out-of-Pocket Claim Form
- Self-Employment Affidavit

Please contact your ADAP advisor if you have any questions.

ADAP Statewide Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker Call will be tomorrow, November 1, from 9:30 - 11:00 a.m. The toll-free number is (800) 553-5275. Please join the call for important updates.

ADAP Updates

Beginning this Thursday, November 2, the ADAP Updates for Enrollment Workers will be sent every two weeks to coincide with ADAP Enrollment System (AES) releases. If there is a need to send information on an emerging issue, communication will be sent on an as needed basis.

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. Management Memoranda will be provided to enrollment workers regarding the Covered California open enrollment period, off-exchange open enrollment period, and OA-HIPP program requirements. Enrollment workers will receive a copy of the letters and the Management Memoranda prior to mailing.

Reminder: Client Eligibility End Dates

It is critical that enrollment workers reach out to clients to re-enroll and recertify them in a timely manner, so their eligibility is extended to their next recertification or re-enrollment date. Enrollment workers should utilize the Client Dashboard in the AES to view clients at their site with expiring or expired eligibility.

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.