



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

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 all of your hard work ensuring clients receive their 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. Enrollment workers were provided with 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

Statewide ADAP Enrollment Worker Call

Enrollment workers have been reminded that the monthly Statewide ADAP Enrollment Worker Call will be tomorrow, November 1, from 9:30 - 11:00 a.m.

ADAP Updates

Beginning this Thursday, November 2, the ADAP Updates 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.

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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