California Department of Public Health

Office of AIDS

ADAP Update for Stakeholders

October 6, 2017, Notice #49

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.

New Enrollment Worker Training

Enrollment workers have been notified that the next New Enrollment Worker Training is scheduled for October 11 from 9:00 a.m. - 1:00 p.m. Enrollment workers were provided with a link and copy of the New Enrollment Worker Training Request From and Oath of Confidentiality.

Binder Payment Agreement Form

Enrollment workers must provide a signed Binder Payment Agreement Form for CDPH to make an insurance binder payment on behalf of an Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program client. Effective October 4, enrollment workers will need to fax the Binder Payment Agreement Form with a Fax Coversheet and supporting documentation to the ADAP Data Processing Center for clients who need a binder payment made on their behalf. The Binder Payment Agreement Form will need to be submitted with all health and dental binder payment requests. The forms are currently being enhanced for ADA compliance, and we will notify enrollment workers when it is available on the Office of AIDS (OA) website.

Covered California Open Enrollment Period

The Covered California open enrollment period for 2018 coverage is November 1, 2017, through January 31, 2018. In mid-October, 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. Enrollment workers will be provided with a Management Memorandum regarding the Covered California open enrollment period and OA-HIPP program requirements. CDPH will provide enrollment workers with a copy of the letters and the Management Memorandum prior to mailing.

ADAP Enrollment System (AES) Release

On October 5, OA sent enrollment workers an email regarding the new functionalities available in the AES effective Friday, October 6. Attached to the email was the "Navigating the AES for ADAP EWs; Release 8, October 6" job aid. The following functionalities were added:

1. Enrollment workers will be able to use the Insurance Tab to indicate if clients want to be enrolled in the Health Insurance Premium Payment Program (HIPP) or Medicare Part D Premium Payment (MDPP) Program.
2. Enrollment Workers will not be able to dis-enroll a client from HIPP or MDPP. Enrollment Workers will need to fax supporting documentation to the ADAP Data Processing Center so an ADAP advisor can update all plan end dates and dis-enrollment date.

Please note, enrollment workers will **not** have the ability to enter health plan information in the Insurance Tab and will have view-only access to this information. Once an application is received and approved, OA-HIPP and Medicare Part D Premium Payment Program advisors will enter health plan information in the Insurance Tab.

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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