



California Department of Public Health



Office of AIDS

# ADAP Update for Stakeholders

November 17, 2017, Notice #54

## 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

### **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.

## November 23 and 24 Operating Hours

CDPH will be closed on Thursday, November 23 and Friday, November 24, in observance of the Thanksgiving holiday. The Magellan call center operates 24 hours a day, seven days a week and is able to provide real-time, 24/7 access to a 30-day supply of medications for existing ADAP clients who experience access issues at the pharmacy. The phone number is (800) 424-5906.

# ADAP Enrollment System (AES) Release

On November 7, the Office of AIDS (OA) sent enrollment workers an email regarding the new functionality available in the AES:

- Ability to create and submit work items via the Workload Management Module

Attached to the email was the “Workload Management for EWs; Release 9, Nov 8” job aid.

Through the Workload Management Module, enrollment workers **will no longer** need to fax in Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program or Medicare Part D Premium Payment Program (MDPP) documentation. Enrollment workers can now use the Workload Management Module to create OA-HIPP and MDPP related work items and upload corresponding documents directly into the AES.

## Revised Client Attestation Form and Binder Payment Process

A binder payment is the initial health insurance premium payment that is due to a health plan to begin coverage under the selected policy. Binder payments require expedited processing and are not accepted by all plans. Existing OA-HIPP clients that are switching health insurance plans and would like OA-HIPP to pay the initial premium will require a binder payment. If a client would like a binder payment made on his or her behalf, please check with the appropriate OA-HIPP Advisor to verify that the plan accepts binder payments. To qualify for OA-HIPP, the client must have active ADAP program eligibility and cannot be on a Temporary Access Period (TAP).

**Enrollment workers are required to submit a signed Client Attestation Form with an OA-HIPP initial enrollment, re-enrollment, re-certification, and binder payment request. Enrollment workers will no longer need to submit the Binder Payment Agreement Form.** The Client Attestation Form now includes language regarding the binder payment submission policy.

## Medical Out-of-Pocket Benefit Summaries

Beginning November 17, OA-HIPP clients who submitted medical out-of-pocket claims within the month of November or have pending claims from prior months, will receive a Medical Out-of-Pocket (MOOP) Claim Summary. The MOOP Claim Summary provides a monthly update on the status of medical out-of-pocket claims submitted to PAI for processing, and the following claim and claim status information:

- Claim number
- Date claim was received
- Provider name
- Date of service
- Claim amount
- Paid claims and date
- Pending claims and reason
- Denied claims and reason

Please note, the claim summary will only be sent to clients who have submitted claims within the month or those who have pending claims from prior months. If no claim is submitted in the month, they will not receive a summary.

## Reminder: Covered California and Off-Exchange Open Enrollment Periods

The Covered California open enrollment period for 2018 coverage is November 1, 2017, through January 31, 2018.

Clients who are uninsured and not eligible to purchase insurance through Covered California are encouraged to purchase insurance directly through health insurance plans. ADAP has established an off-exchange process with the following plans: Anthem Blue Cross, Blue Shield of California, Health Net, and Kaiser Permanente. The open enrollment period for Anthem Blue Cross, Blue Shield of California, and Health Net off-exchange plans is November 1, 2017, through January 31, 2018. The open enrollment period for Kaiser Permanente off-exchange plans is November 1, 2017, through December 15, 2017. In order for a client's coverage to begin on January 1, 2018, the client must submit a complete application to the health insurance plan no later than December 15, 2017. ADAP strongly recommends that clients contact the health plan directly regarding open enrollment dates, if enrolling in a plan other than the ones listed above. Different plans may have different open enrollment dates.

**Enrollment workers will need to ensure enrollment in OA-HIPP 24 to 48 hours after enrollment in the health plan. For existing OA-HIPP clients, updated documents must be provided by November 28, 2017 to ensure that OA-HIPP pays the correct health plan and rate starting January 1, 2018. CDPH will begin processing January 2018 premium payments beginning December 1, 2017.**

On October 31, enrollment workers were provided with Management Memorandum 2017-08 and Management Memorandum 2017-09 which contain information regarding the Covered California open enrollment period, off-exchange open enrollment period, and Office of AIDS Health Insurance Premium Payment (OA-HIPP) program requirements. Enrollment workers also received a copy of the client letters regarding Covered California open enrollment that will be sent to existing OA-HIPP clients enrolled in Covered California and ADAP clients that do not have health coverage. CDPH will notify enrollment workers once the letters are mailed to clients. Letters will be mailed to clients in both English and Spanish.

## 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.

Karen E. Mark, MD, PhD  
Chief, Office of AIDS  
[Karen.Mark@cdph.ca.gov](mailto:Karen.Mark@cdph.ca.gov)