



California Department of Public Health



Office of AIDS

ADAP Update for Enrollment Workers

November 3, 2017, Notice #53

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

November 10 Operating Hours

CDPH will be closed on Friday, November 10, in observance of Veterans Day. 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) IT Support

Enrollment workers who require AES IT support (i.e. password resets) should contact the ADAP Call Center, at (844) 421-7050, for technical assistance. CDPH will no longer utilize the former AES IT support phone number.

Advanced Premium Tax Credit (APTC)

Clients who are eligible for an APTC **must** accept the full APTC amount to be applied to their premium in order to qualify for the Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program. If a client is eligible for APTC and elects not to take the full APTC amount, the client will not be eligible for OA-HIPP.

Clients who apply for APTC but Covered California deems them ineligible can apply for OA-HIPP. For example, married clients who are filing taxes separately will not be eligible for an APTC, but will be eligible for OA-HIPP as long as they qualify.

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 contained 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.

AES Release

The next AES release is scheduled for the week of November 6-10. The new functionality outlined below will be available in the AES on the day of the release. CDPH will email all ADAP enrollment workers the day before the release is implemented to provide a Job Aid outlining the new functionality.

- Enrollment workers will have the ability to upload Health Insurance Premium Payment (HIPP) Program and Medicare Part D Premium Payment (MDPP) Program documentation to the AES via the Workload Management Tool. Enrollment workers will no longer need to fax HIPP or MDPP documentation to the ADAP Data Processing Center.

Reminder: Enrollment Worker Question & Answer Session

CDPH will conduct a Question and Answer session via WebEx on Tuesday, November 7 from 1:30 – 3:00 p.m. The session will provide an opportunity for enrollment workers to ask questions regarding recent enhancements to the AES. Although the session is optional, it is highly recommended that all enrollment workers attend so they are aware of AES updates and can correctly and efficiently navigate the system.

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.