ADAP Update for Enrollment Workers

December 1, 2017, Notice #55

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.

ADAP Statewide Enrollment Worker Call

The monthly Statewide ADAP Enrollment Worker call will be Wednesday, December 6, from 9:30 - 11:00 a.m. The toll-free number is (800) 553-5275. Please join the call for important updates. The Enrollment Worker call agenda will be emailed on December 5.

Covered California Enrollment Summary Page

Clients enrolled in the Office of AIDS Health Insurance Premium Payment (OA-HIPP) Program and a Covered California plan must submit a Covered California welcome letter, Covered California enrollment summary page or eligibility results page as part of the OA-HIPP application. The attached guide contains instructions on how to locate a client's enrollment summary page on the Covered California website. If you require additional assistance, please contact your ADAP Advisor.

ADAP Enrollment System (AES) Release

On November 21, the Office of AIDS (OA) sent enrollment workers an email regarding the new functionalities now available in the AES:

1) Viral load validation on the Clinical tab for when a value <200 is entered into the Viral Load field. For values <200, enrollment workers will be prompted to select the "Undetectable Viral Load" box.
2) A status of "Pending" will now be shown on the Client Profile screen for work items that are under review by ADAP staff.
3) Ability to view medication payment information (i.e., date of service, day supply, refills remaining) on the Pharmacy Benefits Manager (PBM) page.

The "Workload Management for EWs; Release 10, Nov 22" job aid, "Navigating the AES for ADAP, EWs; Release 10, Nov 22" job aid, and the "Insurance Benefits Manager (IBM)-Medical Benefits Manager (MBM)-Pharmacy Benefits Manager (PBM)Display" job aid were attached to the email..

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 as soon as possible. CDPH will begin processing January 2018 premium payments beginning December 1, 2017.

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. Clients will begin receiving the letters next week. Letters will be mailed to clients in both English and Spanish.

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.