California Department of Public Health

Office of AIDS

ADAP Update for Stakeholders

February 16, 2017, Notice #15

Contact Information
Office of AIDS (CDPH)   Open 8 am to 5 pm Monday through Friday   Toll-Free Phone: (844) 421-7050   Fax: (916) 440-5490
AJ Boggs Customer Support Team   Open 8 am to 5 pm Monday through Friday   Toll-Free Phone: (844) 550-3944   Fax: (844) 666-1411   (517) 481-3739
Magellan Call Center   Open 24 hours a day, 7 days a week   Toll-Free Phone: (800) 424-5906
Pool Administrators Inc. (PAi)   Open 8 am to 5 pm 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 that clients receive their life-saving medications.

Portal Update

The ADAP enrollment portal is available to several enrollment workers who are testing the system and access via a secure Citrix connection set up by CDPH. We will provide guidance to enrollment workers regarding portal access and program policies and procedures as they become available.

Modified Self-Verification Form (SVF)

In keeping with federal ADAP recertification requirements, enrollment workers have been informed that the income verification question on the Self-Verification Form has been modified, as outlined in Management Memo 2017-02. This change reduces income documentation requirements for clients and enrollment workers when a client's income changes but still falls within the range to quality for ADAP.

Enrollment Worker Call Notes

Enrollment workers have been informed that the call notes from the February 1 Statewide ADAP Enrollment Worker Conference Call have been posted to ADAP's website.

Reminder: Eligibility Extension

Enrollment workers have been reminded that in early February, CDPH extended eligibility by six months for all clients in the portal who were not dis-enrolled or whose applications were not denied. Clients whose eligibility was extended will still receive an SVF or postcard 45 days before their original eligibility end date. Even though client eligibility has been extended, enrollment workers must continue to meet with clients to conduct the re-enrollment or recertification process to ensure the clients are still eligible for ADAP. This is a requirement of ADAP's federal funder, written in federal Ryan White legislation. The application and supplemental documentation must be stored in the client's physical file at the enrollment site for audit purposes.

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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