



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

February 2, 2017, Notice #13

Contact Information
<p>Office of AIDS (CDPH)</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (844) 421-7050</p> <p><u>Fax:</u> (916) 440-5490</p>
<p>AJ Boggs Customer Support Team</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (844) 550-3944</p> <p><u>Fax:</u> (844) 666-1411 (517) 481-3739</p>
<p>Magellan Call Center</p> <p>Open 24 hours a day, 7 days a week</p> <p><u>Toll-Free Phone:</u> (800) 424-5906</p>
<p>Pool Administrators Inc. (PAi)</p> <p>Open 8 am to 5 pm Monday through Friday</p> <p><u>Toll-Free Phone:</u> (877) 495-0990</p>

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.

Covered California Open Enrollment

Open enrollment for health coverage through Covered California ended on January 31. Individuals who started an application can complete the process by February 4 for health care coverage to start on March 1.

AJ Boggs Fax Confirmations

AJ Boggs Customer Support Team (CST) sends fax confirmations upon receipt of an application and upon approval of the application. If an enrollment worker does not receive a fax confirmation confirming receipt of the application within 24 hours of submission, they are asked to call the CST to ensure that the fax was received.

Enrollment Worker Resources

A Spanish version of the Interim ADAP Application is now available.

An updated OA-HIPP Caseload Roster is also available.

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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