



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

February 23, 2017, Notice #16

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

Statewide ADAP Enrollment Worker Call

Enrollment workers have been reminded that the monthly ADAP Statewide Enrollment Worker Call will be Wednesday, March 1, 2017.

Medical Out-of-Pocket Claims

Due to the enrollment portal being unavailable, and a high volume of medical out-of-pocket claim submissions, there was a backlog of unprocessed claims. We dedicated 10 additional ADAP and Pool Administrators, Inc. (PAI) staff to process these claims, and the backlog was substantially reduced.

As of today, approximately 60 client claim submissions are awaiting processing. We expect this backlog to be cleared by the end of this month. Once claims arrive at PAI, they are processed timely. There are a number of fully approved claims that cannot be sent until the provider submits an IRS W-9 form to PAI; this is a requirement of federal law.

No action is needed by enrollment workers or clients on this issue at this time. We are continuing to work with PAI to streamline the claims process and improve communication to clients about claim status. We will keep enrollment workers updated with any new information.

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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