



California Department of Public Health



Office of AIDS

ADAP Update for Stakeholders

February 9, 2017, Notice #14

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.

Health Coverage Status Change

Enrollment workers have been reminded that if a client's health coverage status changes, an updated application or supporting documentation outlining the change and the effective date must be submitted to AJ Boggs.

AJ Boggs Fax Confirmations

Enrollment workers have been reminded that fax confirmations are not intended to be used as proof of ADAP enrollment at the pharmacy.

For assistance with billing, pharmacies must contact Magellan at 1-800-424-5906.

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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